

Resource Guide to

RECRUITING

For Marines & Families



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UNITED STATES MARINE CORPS

9TH MARINE CORPS DISTRICT

3805 E 155th Street, Bldg. 710
Kansas City, Missouri 64147-1309

Welcome Aboard! My name is Dave Gutierrez. I'm the Family Readiness Officer for the 9th Marine Corps District.

My mission is ***“To Provide Support To The Marines And Family Members Of The District With Accurate Information And Resources To Enhance Their Quality Of Life.”***

Your tour with the 9th MCD will be the most rewarding and exciting experience you'll ever have. If there is anything I can assist you and your family with, please feel free to call me at (816) 843-3900, our toll-free telephone number 1-800-335-9623, x10, x24 or my cell phone which is (816) 547-8064.

As the Marine Corps concentrates on improving the quality of life in the Marine Corps, my intent is to assure your quality of life meets or exceeds your expectations.

We created a “Family Readiness Timeline” to assure that you and your family have the appropriate information and resources for TRICARE, Childcare, Housing, Financial, etc. The way the timeline will work is:

- 1) I will contact you and your spouse prior to departing recruiting school for an initial review of your concerns and needs.
- 2) I will follow up in 30 days after you have obtained suitable housing and have checked into your Recruiting Station. This is meant to identify new issues and assure that the initial issues have been resolved or provides the assistance and resources to get them solve.
- 3) I will then have a 90 day follow up. This will be used to identify new issues and assure resolution of old issues.
- 4) After 12 months from check in, I will again follow up with you to see how you are doing and if further assistance is needed.

Please feel free to contact me if you need any other information and resources. Also, here are a few things I suggest for you do prior to your arrival at your new duty station:

TRICARE. I would recommend that you go to your base hospital, clinic or the TRICARE Service Center to get information about TRICARE and especially for TRICARE Prime Remote (TPR). I advise that you read as much as you can about TRICARE because there are three basic options - TRICARE Prime, Extra and Standard. By reading about your health care plan, you and your family will have a better understanding of your medical health benefits.

You will either pick to participate in TRICARE Prime (**strongly recommended**), Extra or Standard (CHAMPUS). Also, for those who are stationed in remote areas there is an additional option - **TRICARE Prime Remote** (which is the same as TRICARE Prime) for Active Duty Personnel and Family Members. This option is for those who will not be near a military installation (stationed in remote locations of the District).

Under this option you will be covered as if you were enrolled in TRICARE Prime. The only important thing for you to understand and remember is to “*stay within the network.*” If you don’t, it could be very expensive. When in doubt, always call your TRICARE Regional Service Center for clarification.

TRICARE recently under went a re-organization – they went from eleven health care regions to three health care regions:

TRICARE NORTH REGION

<http://www.tricare.osd.mil/north/default.cfm>

Ph. 1-877-874-2273

(877-TRICARE)

The states they cover are:

WI, IL, MI, IN, OH, KY, NC, VA, WV, PA, DC, MD, DE, NJ, NY, CT, RI, MA, NH, VT, ME

TRICARE WEST REGION

<http://www.tricare.osd.mil/west/default.cfm>

Ph. 1-888-874-9378

(888-TRIWEST)

The states they cover are:

MN, IA, MO, ND, SD, NE, KS, MT, WY, CO, TX, NM, ID, UT, AZ, NV, WA, OR, CA, HI, AK

TRICARE SOUTH REGION

www.humana-military.com

Ph. 1-800-444-5445

The states they cover are:

AR, TX, OK, LA, TN, AL, GA, SC, FL

For Family Members: If you are currently enrolled in TRICARE Prime “**DO NOT DISENROLL.**” Please check the ruling on “**portability**” with your local TRICARE Service Center at your current installation. Once you get to your new duty station, you will need to enroll into your new health care region, which will also automatically disenroll you from your old health care region.

NOTE: For those who are going to enroll into TRICARE Prime Remote, (**specifically, married personnel**) the active member **MUST** enroll into TRICARE Prime Remote, if they do not, their family members may not be eligible for TRICARE Prime Remote and medical benefits.

NOTE: All active duty personnel MUST enroll into TRICARE Prime Remote that are in remote locations (Single or Married Marines).

The Marine Corps Community Services (MCCS). Take time to visit your installation's *Relocation and Information Offices*. They will assist you in getting more information about the area where you'll be assigned. You might want them to print a "SITE Booklet" for nearest military installations. This will give you an idea of what will be available and what the military installation offers.

The Kansas City Marine Corps Community Services on Richard-Gebaur, Kansas City, MO is also ready to assist you and your family in any way possible regardless of where you are assigned. Their telephone number is (816) 843-3650/3656.

Military One Source. The Marine Corps has partnered with Ceridian, which is a company that provides information and resources to our Marines and family members at no cost. To access Military One Source online the website is www.militaryonesource.com ***the User ID is military and the Password is onesource***. They are available seven days a week, 24 hours a day and 365 days a year. Their toll-free telephone number from the United States is (800) 342-9647, from outside the United States call (where available) (800) 3429-6477; if calling collect call (484) 530-5908 and for En Español (877) 888-0727.

Renters or Home Insurance. I recommend that you look into either renters or home insurance while you are assigned to the 9th Marine Corps District. The reason I mention this is because we have had our fair share of Marines who have lost their home to due fire or other natural causes. It would also give you a peace of mind that if anything does go wrong, you would have the proper insurance to cover your house or apartment that you are either renting or buying.

The 9th Marine Corps District Family Support Program. The 9th MCD has a Family Support Program called "**The Unit Family Readiness Program (UFRP).**" The program is designed to assist you and your family while serving with the 9th MCD.

We have designed this program in a way so all who would like to volunteer and share their talents with others may do so in a friendly environment. The Family Readiness Program Advisor is a communication link and a very helpful person to assist you in your family's transition into Recruiting Duty. Also, the Family Readiness Program Assistants are friendly and willing to assist you and your family during your move. The Recruiting Station's Deputy Family Readiness Officers are listed below. Please feel free to call me or your Unit's Deputy Family Readiness Officer.

District Headquarters

David W. Gutierrez
Family Readiness Officer
1-800-335-9623, x10, x24
Cell: (816) 547-8064
Ph. (816) 843-3900

Call FRO or the
UFRP Advisor

RS-Chicago, IL

Deputy Family Readiness Officer
Ph. (800) 335-9623, x11, x12

Call Deputy FRO or the
UFRP Advisor

RS-Des Moines, IA
Deputy Family Readiness Officer
Ph. (800) 335-9623, x18, 12

Call Deputy FRO or the
UFRP Advisor

RS-Indianapolis, IN
Deputy Family Readiness Officer
Ph. (800) 335-9623, x14, x12

Call Deputy FRO or the
UFRP Advisor

RS-Kansas City, MO
Deputy Family Readiness Officers
Ph. (800) 335-9623, x17, x12

Call Deputy FRO or the
UFRP Advisor

RS-Lansing, MI
Deputy Family Readiness Officer
Ph. (800) 335-9623, x13, x12

Call Deputy FRO or the
UFRP Advisor

RS-Milwaukee, WI
Deputy Family Readiness Officer
Ph. (800) 335-9623, x 16, 12

Call Deputy FRO or the
UFRP Advisor

RS-St. Louis, MO
Deputy Family Readiness Officers
Ph. (800) 335-9623, x12, x12

Call Deputy FRO or the
UFRP Advisor

RS-Twin Cities, MN
Deputy Family Readiness Officer
Ph. (800) 335-9623, x15, x12

Call Deputy FRO or the
UFRP Advisor

Prior Service Recruiting
Deputy Family Readiness Officer
Ph. (800) 335-9623, x15, x12

Call Deputy FRO or the
UFRP Advisor

Again, welcome to the 9th Marine Corps District. If there is anything I could do to make your move less stressful, please feel free to call upon me. Again, my telephone is 1-800-335-9623 x10, x24; commercial number is (816) 843-3900 and my cell phone (816) 547-8064. I'm looking forward to meeting you.

Sincerely,

Dave Gutierrez

Dave Gutierrez
Family Readiness Officer

Welcome to Recruiting Duty!

Recruiting duty puts you, the Marine and your family, in the central role of creating the next generation of Marines. The recruiting duty mission is to find qualified men and women who will contribute to the future of the Corps and our country. Marines, family members and civilians all support recruiting and are integral parts of the success of the mission.



Your assignment to recruiting duty begins an adventure that will be different from any other experience you have had in the Marine Corps. It is challenging, exhilarating, and demanding. The hours the Marine works, the military resources that are available to you, even the leave and liberty process, will be different and demand your attention. This form of independent duty takes you away from the military support and direct leadership structure you are familiar with on a base and provides you with new opportunities within the civilian community.

You will be asked to be more independent, more self-sufficient, and more flexible. We provide this booklet as an introduction to recruiting duty – with its benefits and challenges. Our purpose is to provide useful resources and information to make your tour on recruiting duty easier and more rewarding. Each section addresses areas of concern and provides some tips on things you should do before you arrive, while you are here and when you are transitioning out of recruiting.

You may have to search for resources you took for granted while on a military base, but you are not alone. On recruiting duty, you will have to locate local resources, like United Way, the Chamber of Commerce, local civic organizations, the Marine Corps Reserve and Marine Corps League. The Internet, local libraries and other local community resources will be important to you as well. Some familiar support systems, like the Family Readiness Assistants (FRA) and your Family Readiness Officer (FRO), are still available through your recruiting station. Each Recruiting District has a FRO, who addresses family readiness issues for the Recruiting District. The Marine Corps has worked hard to address some of the more difficult issues of recruiting duty.

A few examples:

- **General family and work topics** - Military OneSource, an information and referral hotline that you can call or access through their website, provides services at no cost 24 hours a day, 7 days a week.
- **Health Care** - TRICARE programs provide you the same level of service at the same cost, with minor exceptions, even if you don't have access to a Military Treatment Facility.
- **Housing** - If you are assigned near any military base, Recruiting Command personnel are eligible for base housing. If you are not eligible for base housing you will receive Basic Allowance for Housing (BAH).



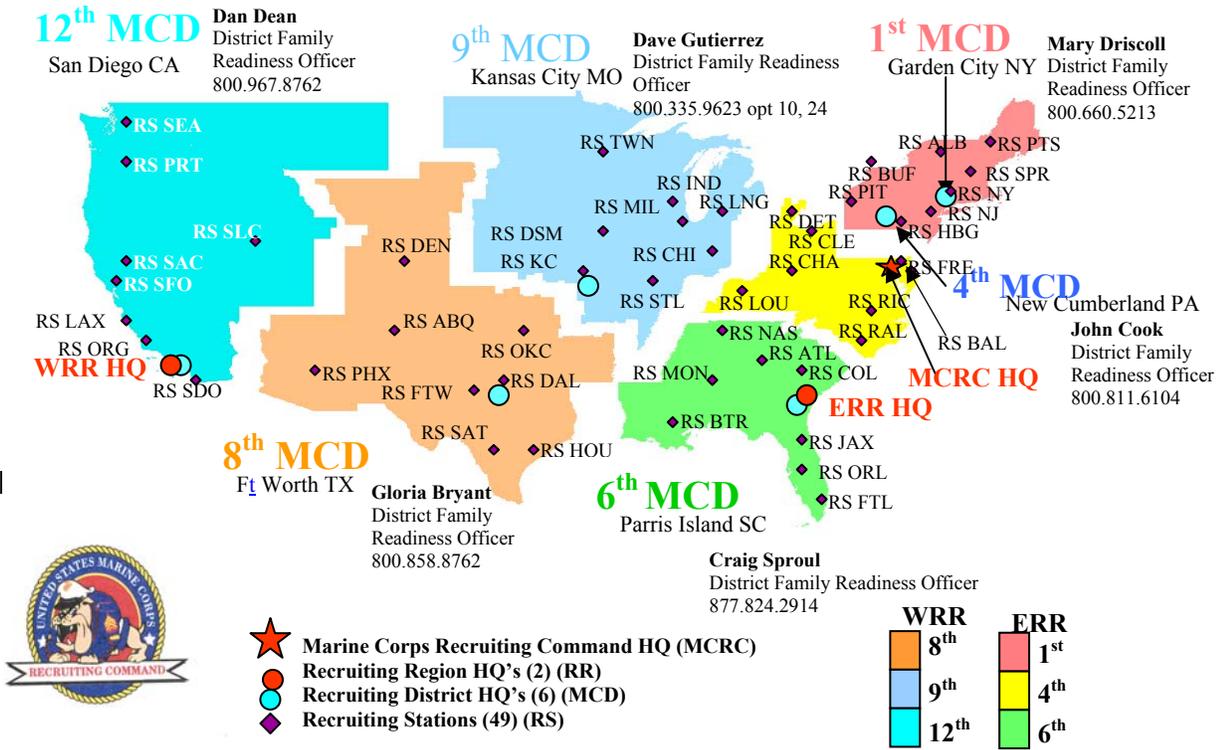
Each District FRO serves as a mobile community service center for the recruiting district. Additionally, Marines assigned to the 1st, 4th and 6th Marine Corps Districts; your Regional Marine Corps Community Service Center is located at MCRD/ERR, Parris Island, SC. For Marines assigned to the 8th, 9th and 12th Marine Corps Districts; your Regional Marine Corps Community Service Center is located at MCRD/WRR, San Diego, CA.

We want you to succeed as an individual and as a family on recruiting duty. ***This is your resource guide.*** If you have questions or need assistance, let us know how we can help. We welcome you; congratulate you on joining the recruiting family, and thank you for your dedication and support.

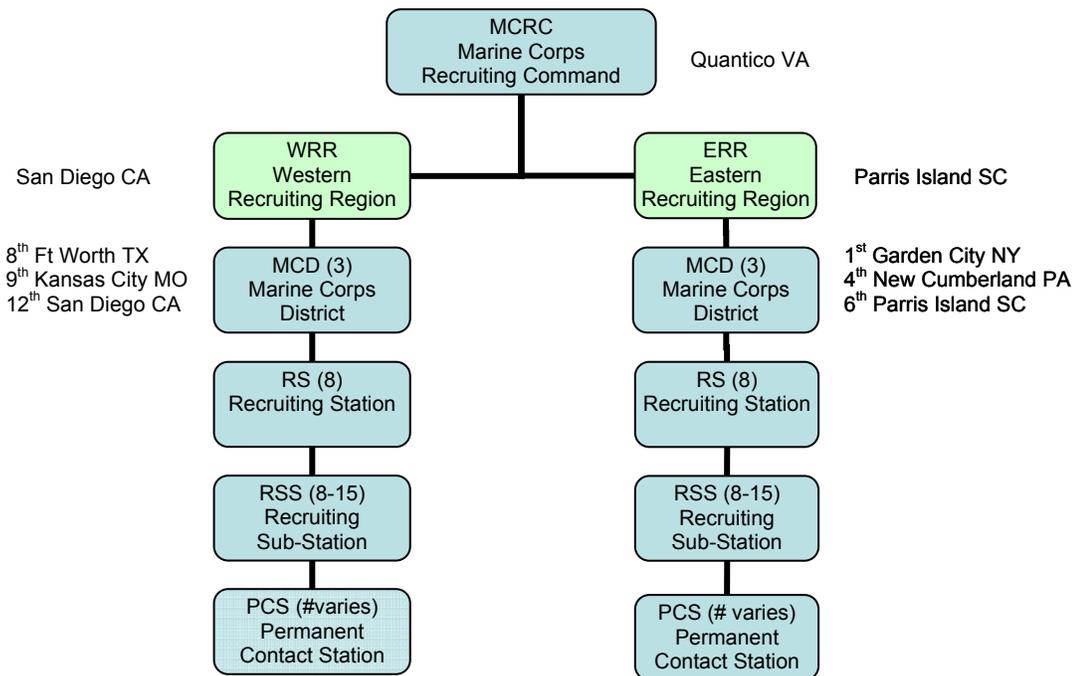
The District Family Readiness Officers are:

1 st District	Mary Driscoll	800.660.5213
4 th District	John Cook	800.811.6104
6 th District	Craig Sproul	877.824.2914
8 th District	Gloria Bryant	800.858.8762
9 th District	Dave Gutierrez	800.335.9623 Opt.10, 24
12 th District	Dan Dean	800.967.8762

Marine Corps Recruiting Command



Marine Corps Recruiting Command (MCRC) Organizational Structure



Moving



Moving is an integral part of the military lifestyle. Each move is different and each offers its own unique set of challenges and benefits. Your tour on recruiting duty may provide your first opportunity to live away from what could be called a normal military environment (base housing, exchange and commissaries, recreation facilities, and family support programs). Whether you are moving from base to base, into a civilian community where there are no military installations, making an inter-district move, or at the end of your recruiting tour, this section provides useful information.

Each Marine Corps District has a welcome aboard process to ease your transition to recruiting duty. Personnel receiving orders to recruiting duty are sent a welcome aboard packet from their District. The Recruiting Station will assign a sponsor, who is your primary point of contact for information at your new duty location. Additionally, Family Readiness Assistants from your Recruiting Station will contact family members to offer assistance and to provide local area information.

Where do I start? Some tips and ideas as you prepare to move:

- **Transportation Management Office (TMO)** - Once you receive your orders, contact the local TMO to arrange your household goods shipment. TMO has a pamphlet, “Its Your Move”, to help you through the move process.
- **Housing** - Check with your *current* Housing Office to see if on-base housing will be available to you at your new duty location. Marines on recruiting duty are entitled to Priority II Housing on military installations nearby their assignment. Priority II puts you in the same category as personnel permanently assigned to that installation. Information on military housing is also available on-line at: <https://www.housing.navy.mil/>. If you will be seeking housing in the local community, ask for real estate and rental guides, and information on community neighborhoods. Look on-line for resources: www.ahrn.com (Automated Housing Referral Network), www.militarybyowner.com (home rental & sales), www.rentalhomes.com (rental homes) and www.apartments.com (apartments).



NOTE: DO NOT BUY A HOME OR SIGN A LEASE UNTIL YOU CHECK INTO YOUR NEW DUTY LOCATION!

Although every effort is made to follow through on initial assignments, changes can and DO happen. Your RS Sergeant Major can confirm your assignment.

- **Sponsor** - If you haven't been assigned a sponsor, call your RS Sergeant Major or FRO to get your sponsor's name and phone number.

Where do I find information on my new location?

- **Military Home Front** – Relocations tools are available at www.militaryhomefront.dod.mil/moving. There are two features to provide you with the tools to plan your move. “Military Installations” has addresses, telephone numbers, directions and installation overview and more. “Plan My Move” feature; you can print installations overview, planning calendar and checklists.
- **Military OneSource** – We also recommend you contact Military OneSource at 1.800.342.9647 to ask for a free “Neighborhood Profile” for your new location. It provides extensive local information on housing, schools and community resources.
- **Local Area Information** - Your first stop should be your base Relocation Office. They have access to a variety of resources to assist you in your move. We also recommend you contact Military OneSource at 1.800.342.9647 to ask for a free “Community Profile Report” for your new location. It provides extensive local information on housing, schools and community resources.
Other resources: Community Chamber of Commerce, convention center, visitor bureau, and the library, also try your local newspapers, websites, RS sponsor, FRO, FRA's or other military members. An additional local resource maybe 211, this free, confidential one-stop service for community, health, and disaster related resources.
- **Schools/Child Care** - Many municipalities have offices and on-line resources. Military OneSource can also help find childcare resources in your local area. *Child Care in the Neighborhood* supports the childcare needs of parents living in remote locations where military childcare facilities are not available or accessible. It provides assistance in locating, selecting and paying for quality civilian child care for active duty families; 800.424.2246, www.naccrra.org/militaryprograms.



- **Employment/Education** – Spouses searching for employment/education should visit the Career Resource Center (CRC) at your current Marine Corps Community Services (MCCS) before you move. This will allow you to get a head start on your job search and to learn about educational opportunities. MCCS is also your point of contact for spouse employment opportunities through Adecco Employment Services in virtually any community. (See “Spouse Employment” on pg. 10).

Here are some important reminders:

- **ID Card** – Ensure all ID cards are valid before leaving your current duty station. Active duty personnel should ensure they know their CAC pin number?
- **TRICARE** – **DO NOT DISENROLL** from your current TRICARE region until after you arrive at your new duty location. Once you are settled, contact TRICARE to update your enrollment information. (For Regional information see pg. 12)
- **DEERS** (Defense Enrollment Eligibility Reporting System) – Ensure your address in DEERS is current. DEERS is used to confirm TRICARE eligibility. You can update DEERS in any of the following ways:
 - ▶ Visiting a local uniformed services ID card-issuing facility, www.dmdc.osd.mil/rsl/owa/home.
 - ▶ Log on to the Beneficiary Web Enrollment (BWE) Website at <https://dmdc.osd.mil/appj/bwe/>.
 - ▶ Call the Defense Manpower Data Center Support Office at 800.538.9552, (Monday-Thursday from 6 a.m. to 3:30 p.m. Pacific Time, Except Federal holidays)(10:00 a.m. to 7:30 p.m. Eastern Time).
 - ▶ FAX changes to DEERS at 831.655.8317.
 - ▶ On-line at www.dmdc.osd.mil/ click on DOD Community, Personnel Services, and then DEERS Address Update System.
- **BAH** (Basic Allowance for Housing) – BAH rates are based on the assigned duty location: the RS, RSS or PCS, not where you live. Check your individual BAH rate online at: <https://secureapp2.hqda.pentagon.mil/perdiem/bah.html>.



Reassignment during your recruiting tour may impact your BAH.

What happens when I leave recruiting duty? When transitioning out of recruiting, many of these same suggestions still apply. Get in touch with your sponsor and your FRA and use your independent duty skills to look for the resources you need at your new duty station!

Personal and Family Support



- **Chaplain Services** – Chaplain programs are available while on recruiting duty.
 - ▶ MCRC Chaplain – Recruiting Command has one Chaplain billet. He is also responsible for coordinating and maintaining a list of Navy Reserve Chaplains. These reserve chaplains offered to assist families by helping them personally or finding another reserve chaplain nearby who can.
 - ▶ Regional Chaplains – Each of the regions (located in Parris Island and San Diego) share the base chaplains with recruiters and their families.
 - ▶ District Chaplains – some districts may have a Chaplain assigned to serve their Marine and Families. Contact the District FRO to obtain the District Chaplains contact information.
 - ▶ Web-based Chaplains – Chaplain’s Directory, telephonic counseling, and other Chaplain related services are available at www.chaplaincare.navy.mil.
- **Exceptional Family Member Program (EFMP)** - The EFMP is a *mandatory* program for family members that have medical, emotional, educational or physical challenges. State assistance normally requires registration in the EFMP. Enrollment must be updated every two years. Call your FRO or regional MCCS for help.
- **Family Advocacy Program (FAP)** - Encourages education, understanding and assistance concerning family and individual abuse. Your RS and District Sgt Maj and your FRO are your contacts for info and support.
- **Financial Assistance and Emergency Relief** -
 - ▶ If located near a USMC installation, go to the Navy Marine Corps Relief Society office. If located near another military installation contact the Army Emergency Relief Society, Air Force Aid Society or the Coast Guard Mutual Assistance.
 - ▶ If not located next to any military installation; contact the Armed Forces Emergency Center, operated by the American Red Cross, (1.877.272.7337).



- **Marine Corps Family Team Building (MCFTB)** –



- MCFTB covers the following Readiness and Deployment Support elements; Unit Family Readiness Program (UFRP) , Lifestyle, Insights, Networking, Knowledge and Skills (L.I.N.K.S.), LifeSkills training and Education which includes Spouse Learning Series (SLS) ,the Chaplains Religious Enrichment Development Operation (CREDO) , Prevention and Relationship Enhancement Program (PREP).

The CREDO and PREP are retreats for individuals and married couples offered on military bases; you may want to attend prior to your recruiting tour. UFRP training and programs are available at each recruiting station. UFRP and LINKS training is now available on-line at the MCCS website, www.usmc-mccs.org/kvn/. Training is available through the USMC College of Continuing Education, “MarineNet”.

- **Marine Corps Exchange** - If you are not near a military exchange, you can obtain free copies of the Exchange catalogs through your RS. On-line shopping is also available through the MCCS website, www.usmc-mccs.org/uniforms/index.htm. Free shipping is available for online orders. Uniform items are also available.



- **Legal Services** - Legal offices may not be readily available on recruiting duty, therefore, finalize all legal issues such as updating wills or powers of attorney prior to beginning your tour on recruiting duty. Information concerning consumer issues and tax assistance can be obtained by contacting the Regional MCCS office. Local consumer credit corporations and volunteer tax assistance sites may also be available in your area, http://sja.hqmc.usmc.mil/jal/default_jal.htm.
- **Lifelong Learning Centers** - Provides information on courses, funding, and related opportunities through the MCCS Lifelong Learning Center.
- **Prevention/Intervention Services** - Counseling, drug and alcohol intervention programs, and similar services may not be available at your RS. Assistance is available through your Eastern or Western Regional MCCS.
- **Semper Fit** - The Semper Fit program is often limited to programs that can be presented through audio, video, and printed matter while on recruiting duty. Your RS may provide some limited services, but private gyms, local community efforts, and individual programs will address most of your Semper Fit needs, www.usmc-mccs.org/fitnessrec/.



- **Spouse Employment** - The Navy has a contract with Adecco, a private employment agency, to assist military spouses with employment issues as they move from area to area. You can access this service by visiting any Adecco office. Specific information about this service is available from the regional MCCS sites at Parris Island and San Diego. The Adecco web site has information at www.usadecco.com/careeraccelerator/.
- **Military OneSource** - is a contracted information and referral service provided to Marines and family members 24 hours a day, 7 days a week, and 365 days a year in over 140 languages. Services are accessible at 800.342.9647 or via web access (www.militaryonesource.com). Military OneSource provides information and services you may be unable to locate in your new community, e.g. finding childcare at your new duty station, obtaining local chamber of commerce information, etc. OneSource also offers individual, couple and/or family counseling services over the telephone or through a community-based program that is pre-paid by the Department of Defense. They also offer translation services and specialty consulting (special needs, education, and financial).



Health Care

Military health care has made great strides during the past several years in addressing the needs of Marines and families on independent duty. Healthcare services may operate differently from what you are familiar with on a base, but the primary parts of TRICARE and United Concordia remain available to you. Before you arrive, review your healthcare needs and look into how they will be addressed while you are on recruiting duty.

Health Care Review

- **TRICARE** – www.tricare.mil.
 - ▶ **TRICARE Prime:** All active duty Marines are required to be enrolled in Prime. Family members may choose to enroll in Prime. You are assigned a Primary Care Manager (PCM), who provides access to all healthcare. If you are not near a Military Treatment Facility, you may be eligible for TRICARE Prime Remote. TRICARE Prime Remote delivers the same benefits as Prime, usually from a civilian provider.
 - ▶ **TRICARE Standard:** No enrollment is necessary. You visit any provider you choose then submit your claims to TRICARE. You are responsible for your cost-share and any charges over a specified amount.
 - ▶ **TRICARE Extra:** Without enrolling in Prime, you receive a discount on your cost-share when you visit a TRICARE network provider.
- **Dental** – Programs are different for Marines and family members.
 - ▶ **Marines:** Active Duty Marines receive dental coverage through the Military Medical Service Office (MMSO). For civilian provided dental care, download the Medical Eligibility Request Form at www.tricare.mil/MMSO/forms.cfm. Any questions you may have contact MMSO at 888.647.6676.
 - ▶ **TRICARE Dental Program:** Coverage is optional. Family members are enrolled through their sponsor, who pays a monthly amount for the coverage. Services are covered on a fee or percentage basis. Using a United Concordia network provider saves you money. To locate a dentist, discuss claims disputes, or for more general information, please visit the TRICARE website: www.tricaredentalprogram.com.
- **Pharmacy**
 - ▶ **TRICARE Retail Pharmacy Network** – prescription may be filled at any retail pharmacy, co-pays will apply for family members. There are no pharmacy costs for active duty service members.
 - ▶ **Military Medical Treatment Facility** – prescriptions filled free of charge at the facility.
 - ▶ **TRICARE Mail Order Pharmacy (TMOP)** – available for maintenance medications you take for ongoing conditions, e.g. high blood pressure, birth control. The service is provided by Express Scripts, 866.363.8667 or online at www.express-scripts.com.
 - ▶ **Non-Network Pharmacy** – you pay for your prescription in full and file a claim to receive partial reimbursement. Active Duty Service Members will have to submit a claim for reimbursement. (Use only when a network pharmacy is not available).



Changing Your Health Care Options

- **Before you depart your current duty station and arrive at your new duty station -**
 - ▶ Ensure I.D. cards are updated.
 - ▶ Find out what TRICARE Region you will be in.
 - ▶ Check availability of providers and services in your new area.
 - ▶ If you are enrolled in Prime, **DO NOT** drop or change your coverage before your move – wait until you arrive at your new duty location.



- **When you arrive at your new duty station –**



- ▶ Update DEERS with your new address.
 - ▶ Change (if necessary) to your new TRICARE Region. If Prime or Prime Remote, enroll yourself and your family. Remember that enrollments received by the contractor prior to the 20th of the month are processed to begin enrollment on the first day of the following month. After the 20th, enrollment begins on the first day of the second following month.
 - ▶ If Prime, learn who your PCM is and introduce yourself.
 - ▶ Find network locations for filling prescriptions and look into using the TRICARE Mail Order Pharmacy for medications you take regularly or for maintenance type prescriptions, e.g. birth control, blood pressure or high cholesterol medicines.
- **When you are ready to transition out of Recruiting duty –**
 - ▶ Find out what TRICARE region you are moving to and contact them for Prime/Prime Remote availability.
 - ▶ If required, change your region upon your arrival at the new duty station.

Some advice from those who have made the transition –

While you and your family are on recruiting duty, you may be assigned to a recruiting station in a remote area. Here are some helpful tips in being proactive in your health care:

- ▶ If you have questions, ask your FRO or FRA for the Health Benefits Advisor's (HBA) name for your RS.
- ▶ Make sure you follow the policies and procedures under TRICARE.
- ▶ Ensure all your DEERS information has been updated (residential address, telephone number, email address),
- ▶ Seek medical care at participating health care facilities.
- ▶ Stay within the TRICARE Network.
- ▶ Use providers who participate in TRICARE.
- ▶ Always obtain an authorization referral to see providers other than your PCM, especially when being referred from one specialist to another.
- ▶ For Region North and South, enroll in www.mytricare.com – This site allows you to check DEERS eligibility, track medical bills, and how your claim was processed.
- ▶ For Region West, enroll in www.triwest.com. This site allows you to check DEERS eligibility, track medical bills, and how your claim was processed.

NOTE: TRICARE policy requires that newborns be enrolled in Prime/Prime Remote within the first 60 days after birth, or the care automatically reverts to TRICARE Standard on the 61st day.

Where do I go when I don't know how to solve my health care problems?

Here are some helpful contacts to assist you with TRICARE issues:

- District FRO and Health Benefits Advisor (HBA) and/or Medical Readiness Coordinator:

1st Marine Corps District, Garden City, NY
Mary Driscoll, District FRO/HBA
516.228.3699 800.660.5213
mary.driscoll@marines.usmc.mil

8th Marine Corps District
Gloria Bryant, District FRO/HBA
817.868.8029 800.858.8762
gloria.bryant@marines.usmc.mil

4th Marine Corps District, New Cumberland, PA
John Cook, District FRO/HBA
717.770.4788 800.811.6104
john.cook@marines.usmc.mil

9th Marine Corps District, Kansas City, MO
Dave Gutierrez, District FRO/HBA
816.843.3900 800.335.9623 option 10, 24
david.gutierrez@marines.usmc.mil

6th Marine Corps District, Parris Island, SC
Craig Sproul, District FRO/HBA
843.228.3679 877.824.2914
alan.sproul@marines.usmc.mil
Tony Blackmon, Medical Readiness Officer
843.228.2117 joseph.blackmon@marines.usmc.mil

12th Marine Corps District, San Diego, CA
Dan Dean, District FRO/HBA
619.542.5568 800.967.8762
daniel.dean@marines.usmc.mil

- **TRICARE Regions:**

- ▶ Region North: 1.877.874.2273 www.healthnetfederalservices.com
- ▶ Region South: 1.800.444.5445 www.humana-military.com
- ▶ Region West: 1.888.874.9378 www.triwest.com
- ▶ TRICARE Overseas: covers all areas outside the 50 United States.
Puerto Rico & Okinawa 1.888.777.8343 www.tricare.mil/overseas
Latin America (Puerto Rico) 888.777.8343 Opt. 3

www.tricare.osd.mil/tlac

Pacific 81.6117.43.2036 www.tricare.osd.mil/pacific

- Defense Enrollment Eligibility Reporting System (DEERS): 1.800.538.9552
- TRICARE Dental (United Concordia Customer Service):
United States 1.800.866.8499 Outside US 888.418.0466.
- TRICARE Mail Order Pharmacy (Express Scripts): 1.866.363.8667
- Military Medical Support Office (MMSO): 1.888.647.6676 (for Active Duty only)
- TRICARE website contains contact information, links to contractors, regions, and various health-related information at www.tricare.mil
- Beneficiary Counseling and Assistance Coordinator (BCAC) and Debt Collection Assistance Officer (DCAO) Information www.tricare.mil/bcacdcao/ .



Healing From Stress Injuries

While Marines on recruiting duty do not routinely deploy to combat and/or hazardous duty locations as part of a normal recruiting tour, the vast majority of those reporting for recruiting duty have completed at least one, if not multiple, deployments with the operational forces in support of the War on Terror. As such, they are just as likely to be suffering from combat and/or stress related illnesses or injuries as their fellow Marines still serving with the Operating Forces. Additionally, these conditions could be triggered and/or intensified by the stressors and arduous hours encountered by Marines serving on recruiting duty.

The following excerpt from the *Return and Reunion Guide for Marines and Families*, along with the accompanying Stress Decision Matrix, is intended to provide you with a basic understanding of Combat Operational Stress and its symptoms. If a Marine and/or family member you know is displaying any of the signs of distress or loss of function outlined in the excerpt or Stress Decision Matrix, it is strongly recommended that assistance be sought by, or for, that individual through the District's Family Readiness Officer, District Chaplain, the Recruiting Station Command Group, or any mental health professional within the Military Health System.

The stress of operational deployment, especially to a war zone, can challenge Marines and their families like few other experiences in life. It can also change them in many significant ways. Most often, the changes caused by a tough deployment are positive, including developing a greater appreciation for life and relationships, a greater level of maturity, and a deeper spirituality. Sometimes, however, Marines can return from a combat tour with painful and troubling memories, such as those caused by physical injuries or near-misses, or the death or injury of close friends or leaders. They may also come home from a combat deployment still feeling keyed up, on edge, and overly alert for danger, even though danger may not really be present. In a few cases, Marines may develop significant problems sleeping, staying calm, or controlling their emotions and behavior immediately after returning from a war zone. Most of the stress-related problems Marines may experience after returning from a tough deployment are just normal aspects of the process of readjusting to being back home and back in garrison. Just as it took a while for Marines and their family members to adjust to the deployment, it also takes them a while to adjust to being home and together again. An example of a common readjustment problem Marines may experience after returning from an operational deployment is a recurrent feeling of uneasiness while driving a vehicle in traffic in the U.S., and a tendency to scan the roadside for potential dangers just as they did while deployed to an operational theater. With patience and time, however, most post-deployment readjustment problems get better and go away within a month or two. But occasionally, post-deployment stress problems don't just fade away without help. And sometimes stress problems are so intense and troubling immediately after returning from deployment that it wouldn't be wise to simply wait to see if they go away on their own. These two situations—stress problems that either don't start to fade away after a Marine has been back a month or more, and stress problems that are very intense and troubling soon after deployment—may be indications that a Marine is dealing with a stress injury rather than just a readjustment problem.

Stress injuries are invisible but real injuries to the brain and mind that are caused by severe life challenges, such as can occur during an operational deployment. They can happen to anyone subjected to stress of sufficient intensity or duration. They are part of the cost of performing our duties as Marines. And like physical injuries, most stress injuries heal on their own if nothing gets in the way of healing. But also just like physical injuries, stress injuries have a better chance of healing quickly and completely if they are recognized and given the proper care.

There are three main causes or types of stress injury: (1) psychological trauma, (2) operational fatigue, and (3) grief from loss. The first type of stress injury, trauma, is an impact injury due to a specific event (or events) involving terror (actual fear that one would be killed), horror (witnessing gruesome scenes of carnage), or extreme helplessness. During a traumatic event, Marines may experience brief loss of control of their thoughts, emotions, or behavior. Their minds may go "blank" for a short while, or they may briefly shake or lose control of their bodies in some other way. After a traumatic event, Marines may experience difficulty sleeping, nightmares, uncontrollable memories or images about the trauma, and a desire to avoid any reminders of what happened. They may also find that after a traumatic event they become more irritable and angry, or anxious and fearful than normal.

The second type of stress injury, fatigue, is a wear-and-tear injury due to the accumulation of smaller stressors over a long period of time, usually many months or even multiple deployments.

The stressors that contribute to operational fatigue include not only the many hardships and hassles of operational deployment, but also the stressors associated with separation from family and friends, money and health problems, and everything else that makes life challenging. The greatest risk factor for operational fatigue is not getting enough sleep. Whereas traumatic stress comes on abruptly, after one or more specific events, fatigue stress comes on more gradually. The primary symptom of operational fatigue is not fatigue or tiredness, though. Rather, it's worsening anxiety or anger that becomes increasingly inappropriate for present situations, and increasingly difficult to control. Marines with fatigue injuries sometimes develop panic attacks—episodes in which their hearts beat too fast for no reason at all, even while they are resting. This condition is not new and has been called “soldier’s heart” in the past. The third type of stress injury, grief, is caused by the loss by death or serious injury of close friends, valued leaders, or others that are cared about. Everyone reacts to losses differently. Some people feel intense emotions of anger, sadness, or guilt after a death. Others don’t feel many emotions at all. But most people find that in order to come to terms with the death of someone they care about, they have to let themselves do the “work” of grieving — by allowing themselves to feel painful feelings when remembering the lost person, forgiving themselves or anyone else they feel may have contributed to the loss, and making some kind of sense out of the loss. All of this may take many months.

After the deployment ends, there are many things Marines can do to help themselves heal from stress injuries.

- Get enough sleep every night, at least 6-8 hours
- P.T. regularly
- Don’t drink alcohol every day, and don’t use it to get to sleep
- Stay connected with the other Marines and Sailors they deployed with
- Talk to people you trust about what happened during the deployment — sometimes the only way to make sense out of and get over traumatic experiences is talk through them in detail with someone else
- Take care of yourself spiritually, in whatever way works for you — by being active in a faith community, going to church, praying, meditating, or talking with spiritual leaders

After returning from deployment, it’s a natural inclination to wait a while before seeking professional help for stress symptoms that don’t immediately go away. Many Marines are reluctant to seek mental health care because they are afraid they would be seen as weak, or that being treated by a mental health professional would harm their careers. The problem with this reluctance is that those stress injuries that don’t quickly get better on their own sometimes get worse over time, and the longer they go without treatment, the less chance they have of healing completely. And the truth is that most Marines who seek help for deployment-related stress problems continue their careers without adverse effects. Here are a few signs that may indicate that professional help may be needed:

- You can’t get to sleep or stay asleep for at least 6 hours each night
- You have episodes of panic (anxiety, rapid heart rate, sweating, shortness of breath) that you can’t control
- You have outbursts of rage or intense anger that you can’t prevent or control
- You have thoughts of suicide or impulses to hurt or kill someone else
- You have any stress symptoms of any kind that don’t start to get better after you have been back for more than 30 days

It is the job of every Marine leader to not only make it OK for their Marines to get help for post-deployment stress problems, but to know their Marines and actively encourage them to get help when needed. And it is the job of all Marines to take good care of their own mental health, just as everyone must take care of their own physical health.

Marine or Sailor Under Stress

Green Zone (Ready):

- Good to go. Continue to monitor for signs of distress or loss of function in the future

NO
Are there signs of **DISTRESS** or **LOSS OF FUNCTION**?

YES

- Distress or Loss of Function:**
- Difficulty relaxing and sleeping
 - Loss of interest in social or recreational activities
 - Unusual and excessive fear, worry, or anger
 - Recurrent nightmares or troubling memories
 - Hyperactive startle responses to noises
 - Difficulty performing normal duties
 - Any change from normal personality

Yellow Zone (Reacting):

- Ensure adequate sleep & rest
- Manage home-front stressors
- Discussions in small units
- Refer to chaplain or medical if problems worsen

NO
Is the distress or loss of function **SEVERE**?

YES

- SEVERE Distress or Loss of Function:**
- Inability to fall asleep or stay asleep
 - Withdrawal from social or recreational activities
 - Uncharacteristic outbursts of rage or panic
 - Nightmares or memories that increase heart rate
 - Inability to control emotions
 - Serious suicidal or homicidal thoughts
 - Loss of usual concern for moral values

Orange Zone (Injured):

- Keep safe and calm
- Rest & recuperation 24-72 hrs.
- Refer to medical or chaplain
- Mentor back to full duty and function

NO
Has the distress or loss of function **PERSISTED**?

YES

- PERSISTENT Distress or Loss of Function:**
- Stress problems that last for more than 3 months post-deployment
 - Stress problems that don't get better over time
 - Stress problems that get worse over time

Red Zone (Ill):

- Refer to medical
- Ensure treatment compliance
- Mentor back to duty if possible
- Transition to VA if necessary

Combat Operational Stress Decision Matrix

Military Issues, Benefits and Entitlements

As part of the Marine Corps, you and your family are provided many services and able to take advantage of many benefits and entitlements. **Issues** are services and programs that enhance your quality of life. A **benefit** is a program that promotes well-being such as medical, commissaries, educational benefits, space available travel, and recreation. An **entitlement** is a payment authorized by law such as BAH, Special Duty Assignment Pay (SDA Pay), Thrift Savings Plan, Allotments, Service members' Group Life Insurance (SGLI) and Cost of Living Allowance.



Military Issues

- ♦ **DEERS** - Access to medical, dental and other benefits depends on the accuracy of your DEERS record. Visit your DEERS office and assure that your DEERS information is current and identification cards are accurate. You can also call the DEERS Beneficiary Center at 800.538.9552 or update your address at www.tricare.mil/deers/.
- ♦ **Family Care Plan** - If you are a single parent with custody of a minor child, a dual military family, or responsible for a family member's care, e.g. adult parent, you should have a Family Care Plan. It outlines your needs and desires for care of family and property during your absence. Work with your Legal Assistance Office or your unit's Administration Office to prepare your Family Care Plan before you leave your current duty station.
- ♦ **Legal Assistance** - Before departing your duty station, visit your legal assistance office. Update your will(s), powers of attorney and any other legal documents. Access to a Legal Assistance Office while on recruiting duty may be limited. Contact the Regional Staff Judge Advocate's Office and asks to be transferred to the Legal Assistance Office: WRR personnel: 888.718.3027, ERR personnel: 800.826.7503.
- ♦ **Guardianship** - If you have minor children, it is important to appoint a guardian who can act in your place if you are unable to care for your child. You may want to appoint both a primary and an alternate guardian. State laws concerning guardianship vary, ask your Legal Assistance Office for help.
- ♦ **Soldiers and Sailor's Civil Relief Act** - You should understand the provisions of this act prior to beginning your recruiting duty tour. Some items may be applicable to your situation, such as ensuring there is a military clause in the rental agreement. Visit the following websites for more information: www.jag.navy.mil/documents/sscra.htm & www.peopleslawyer.net/sscra.html.
- ♦ **Transition Assistance** - Marines are encouraged to begin transition preparation at least twelve months prior to the expected date of discharge or separation. Your Admin Chief or the District Career Retention Specialist can assist in arranging transition assistance program attendance.

Military Benefits

- **Medical and Dental** - See the Healthcare section on page 11 for information.
- **Semper Fit** - This program emphasizes healthy recreation and lifestyle choices for active duty and family members. If you are near a military installation, you are eligible to use their recreation facilities. Most recruiting facilities maintain a limited amount of athletic equipment. Some private facilities offer discounts to military families. The Semper Fit program offers educational and instructional materials for your use, <http://www.usmc-mccs.org/fitnessrec/>.
- **Unit Funds** - Morale, Welfare and Recreation (MWR) funds. These funds can be used for recreational and entertainment functions for the entire unit including family members. Ask your Unit Fund Manager for specific information.
- **Exchange Benefits** - Military Exchange websites are available to all military personnel and their family members. You can order most items carried in the exchanges on-line, and shipping is free.
- **Educational Opportunities** - Educational Opportunities are available to the Active Duty service member. Contact your Educational Benefits counselor at the District headquarters for more information. If interested in educational opportunities, various federal and private programs provide assistance to help. The best sources for this information are the school's Financial Aid Office, the Base Education Office or the Military OneSource Educational Consultant, or see the Useful Websites section on page 17.



- **Financial Assistance** - Each RS has a Financial Counselor to provide assistance to Marines. The Regional MCCA, the Navy-Marine Corps Relief Society or the American Red Cross can help you locate assistance. There are also web-based resources available, <http://usmc-mcca.org/finance/> and www.icfe.info.

Military Entitlements

Military entitlements vary by location (BAH), rank (Pay), your MOS (SDA Pay), as well as by personal choice (Thrift Savings Plan, and SGLI). While on recruiting duty, your RS Administrative Chief is your access to most information in this area. You have access to information on your pay and benefits including copies of recent Leave and Earnings Statements (LES) and Travel Voucher settlements through the “My Pay” Website; <https://mypay.dfas.mil>. You can also contact DFAS by phone for pay-related issues at 888.332.7411 (Active Duty Pay – Kansas City center).



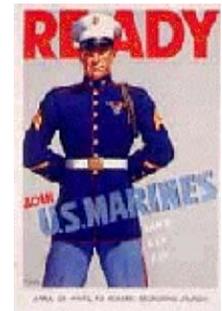
Recruiting Duty: Mission? How Do You Cope!

What is “Mission”?

Mission is the requirement to attain assigned shipping and quality contracting quotas by category and component on a monthly and yearly basis. Mission Day is the last processing day of the month.

What is Systematic Recruiting?

Systematic Recruiting is a tool that assists in developing a daily, weekly, and monthly schedule that will help ensure success. Properly used, it will organize the Recruiter’s efforts so that the required contacts, appointments, interviews, and contracts are achieved. Systematic Recruiting is taught at Recruiter School and is reinforced throughout the recruiter’s tour.



What does it take to Systematically Recruit?

The Marine recruiter will drive over 1200 miles, work in excess of 320 hours, make 1000 phone calls, conduct 15 interviews, and process 6 new working applicants at MEPS just to get 3 contracts for the month.

What are the steps in the Recruiting Process?

1. Obtain names by getting high school lists, referrals, talking to walk-ins and visiting local events.
2. Prospect by telephone canvassing, home visits and canvassing the area, e.g. malls, high school activities.
3. Initially screening prospective applicant for any moral issues, physical qualifications, and mental aptitude.
4. Selling is the process of persuading prospects during their face to face interview.
5. Processing the prospective applicant, now that they have decided to join, becomes a new working applicant through ASVAB testing, Physical exam, and final screening. This is followed by enlistment directly to active duty or into the Delayed Entry Program (DEP). The DEP, allow an individual to delay departure for recruit training for up to one year. While in the DEP, new enlistees are referred to as Poolees. Recruiters prepare Poolees for recruit training through physical preparation, academic studies, and military drill.
6. Shipping to boot camp, Poolees become shippers when they to leave for recruit training.

Finally: Military Entrance Processing Station (MEPS) personnel screen applicants prior to traveling to MCRD, San Diego or MCRD, Parris Island for Boot Camp.

What is the Structure of the Recruiting Command?

Marine Corps Recruiting Command (MCRC) is led by a Major General, headquartered in Quantico, Virginia. There are two Regional Recruiting Headquarters within MCRC, one located on each coast. Each Recruiting Region is commanded by a Brigadier General, with three Marine Corps District’s (MCD) within their Area Of Responsibility (AOR). Each MCD is commanded by a Colonel with eight Recruiting Stations (RS) within their AOR. Each RS is commanded by a Major with eight to fifteen Recruiting Sub-Stations (RSS) and numerous Permanent Contact Stations (PCS) within their AOR.



Coping Tips That Help

The following are some helpful tips gathered from spouses of successful recruiters that may help you and your spouse to have a successful tour.

Tips for Supporting the Recruiting Mission

- ▶ Consider becoming a Family Readiness Assistant to support other recruiting spouses.
- ▶ If you are unfamiliar with the Marine Corps consider taking Lifestyle, Insights, Networking, Knowledge and Skills (LINKS) on-line and encourage other spouses to enroll as well.
- ▶ Talk with your spouse, ask questions, and get involved in “their” world by learning recruiting terminology and job responsibilities.
- ▶ Participate in Recruiting Station functions as appropriate.
- ▶ Talk to spouses, fiancées, or parents about being a Marine Corps spouse. Share your experiences with them.

Personal Support



Talk to possible prospects for your spouse and be prepared to give them your spouse’s business card. You may have found a contract for your spouse.

- ▶ Wear USMC clothing when you’re out.
- ▶ Hang the US/USMC Flag outside your home.
- ▶ Put a Marine Corps sticker on your car.
- ▶ Attend high school graduation parties and as many social events as you can with your Marine.
- ▶ Offer to babysit so a recruiter can go out with his/her spouse.

Tips for Finding Support

- ▶ Get involved with the other military families stationed in your area. Even if you are a couple of hours from each other, you can meet each other half way.
- ▶ Remember the first few months will be an adjustment period.
- ▶ Talk with other spouses within your Recruiting Station. They are in the same or similar situation and most likely will understand better than a civilian friend. Swap phone numbers and email addresses. Make plans to meet and have lunch or go shopping.
- ▶ Volunteer for community, school or church organizations and activities.
- ▶ Make civilian friends and take advantage of all the community has to offer.
- ▶ Seek support when your spouse is busy/overwhelmed by locating the nearest military installation resources or use Military OneSource.

Tips for Children

- ▶ Wear USMC sweatshirt, hat or t-shirt.
- ▶ Give Mom/Dad lots of hugs.
- ▶ Make pictures for Mom/Dad’s office.
- ▶ Make a map of where Mom/Dad travels throughout the RS.
- ▶ Go see where Mom/Dad works.
- ▶ Leave messages for Mom/Dad on a bulletin board.
- ▶ Have breakfast with Mom/Dad.
- ▶ *For Older Children:*
 - Keep a daily journal that everyone in the family adds to regularly.
 - Be flexible.
- ▶ Remember: honor is serving one’s country and know you are a part of that!



Tips for Parents



- ▶ Explain to your children what recruiting entails, why the hours are long, and why the job is so important.
- ▶ Teach children flexibility and understanding. Plan special days, but have a “Plan B” (and “C”!) ready. If your Marine can’t make it, enjoy the day anyway.
- ▶ On Sunday, have your recruiter record chapters of your child’s favorite book for playback at bedtime when he/she is late.
- ▶ Reserve time once a week (even if it’s only an hour or two) as family time.
- ▶ Make or purchase a calendar and color the day that is reserved for family day.
- ▶ Take pictures/video of events Mom/Dad had to miss, and let the kids’ show/explain it later.

- ▶ If near a base, visit your Relocation Specialist to find schools or day-care facilities in the area. If not near a base, call your District FRO, RS Dep FRO, or call Military OneSource.
- ▶ Check out children’s activities in your community and on base, if near one.
- ▶ Contact Chamber of Commerce to find out about children’s events and activities.
- ▶ Take your children to the office to see where Mom/Dad works.
- ▶ Start or get involved with a playgroup with the other families at your RS/RSS.
- ▶ Get a message board, dry erase board, or cork board where children can leave messages for Mom/Dad, and receive them in the morning. Purchase a message recorder so you can record messages and responses (Mom/Dad, I wanted to tell you...).
- ▶ Recruiters often work long hours and are not home early for dinner. If you can fit it in your schedules, make dinner; pack it as a picnic (with the kids) and have a quick little meal at the office.
- ▶ Make friends for yourself by meeting other children’s parents in your new neighborhood.

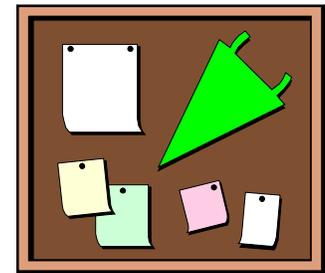


Tips for Spouse’s Staying Connected

- ▶ With the long working hours, it is so important that you and your spouse stay connected. At times, you have to be clever and /or very selfless. Stay flexible and be spontaneous when a break comes, be ready to take advantage of it.

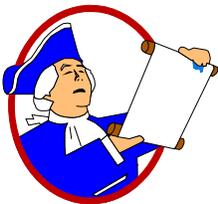


- ▶ Reserve time once a week (even if only an hour or two) as family time.
- ▶ Support your spouse with constructive solutions to problems.
- ▶ Leave phone messages for each other on the answering machine.
- ▶ PT together. It’s another opportunity to see him/her and stay in shape.
- ▶ Bring lunch to your spouse’s office once in a while.
- ▶ Get up early or stay up late to see each other.
- ▶ Have family dinners as often as possible.
- ▶ Coordinate calendars regularly to find opportunities for family time.
- ▶ Be creative with the time you do have to spend with each other.
- ▶ Have a white board (dry erase) or chalkboard for notes.
- ▶ Have a “drop box” for notes, gifts, jokes, etc...
- ▶ Have pillow talk and don’t get upset if he/she falls asleep while talking.
- ▶ Tell your spouse how wonderful he/she looks in uniform (often).
- ▶ Tell yourself “what a great job you are doing” (just as often).
- ▶ Leave encouraging notes on the car steering wheel, bathroom mirrors, and on the desk at the office.
- ▶ Make each success a family celebration.
- ▶ Put a love note into his/her briefcase, a picture from one of the kids, a bag of baked cookies, or some of his/her favorite snacks (include a note).
- ▶ Write on a calendar at home how many mission months are left.
- ▶ Communicate! Understand/acknowledge each other’s stress.
- ▶ Keep a family journal, or start a “Gratitude” journal. It may keep you more focused on the positive things in your life. Remember that you are IMPORTANT.
- ▶ Expect your spouse to work long hours-sometimes 12-16 hours a day, if not more. Consider giving your Marine a half hour “wind down” time upon their arrival home.



Be flexible and be positive!

Challenges & Benefits of Recruiting Duty



You may have heard about....

Challenges of Recruiting Duty

- ▶ Long Hours, mission requirements, monthly quotas.
- ▶ Recruiting is the toughest peacetime job in the Marine Corps.
- ▶ The recruiting “war” never ends.

But did you know...Benefits of Recruiting Duty

- ▶ Leadership opportunities.
- ▶ Eligibility for meritorious promotions.
- ▶ Special Duty Assignment pay.
- ▶ Accredited Sales and Communication training.
- ▶ Independent duty locations.
- ▶ Opportunities for selection of follow-on duty assignment.
- ▶ New-found independence!
- ▶ Opportunity to work with those in the civilian world.

Recruiting Duty is challenging however, it is what you make of it.....a great learning and rewarding experience for your Marine and family.

“A DAY IN THE LIFE OF A MARINE CORPS RECRUITER”



Have you ever wondered what the day of a Recruiter looks like? The following article provides you with an example of what a typical day in the life of a recruiter might look like.

4:00 a.m. Hunter awoke to the sound of a local morning radio program as the disc jockey was telling his listeners about the rainy day outside. His wife Ann was already up and he could smell the aroma of frying bacon. Hunter shut off the clock radio (opportunity clock) and listened to the rain beating on the roof. Today would be tight, and he wanted to make the most of every minute.

4:10 a.m. “I hope the eggs aren’t too hard,” Ann said. She set the plate of bacon and eggs on the table and poured a cup of coffee. She yawned. “Do you feel like going back to bed?” Hunter asked. “You were up all night with the baby.” Their two year-old-son had been awake all night, sick with the flu. “I may do just that,” Ann responded. “I don’t think he has a fever,” she said, as if anticipating Hunter’s next question. “I felt his forehead this morning and he is cool and sleeping peacefully.”

As Hunter was preparing to leave home, he checked his schedule for the day:

5:00 a.m. -Pick up Amory Sickles and take him to the Military Entrance Processing Station (MEPS) for processing.

9:00 a.m. -Appointment with Ed Corrigan (football coach at Phillip Nolan High School).

11:00 a.m. -Appointment with Ed Davis (prospect).

1:00 p.m. -Appointment with Brad Redfern (prospect).

4:30 a.m. Hunter arrived at the recruiting substation to pick up his government vehicle. He had to pick up an applicant 30 miles away at his home, and then drive him to MEPS. If he wanted to be at MEPS by 0630, he’d have to push it. The applicant, Amory Sickles, appeared too thin to pass the physical, so Hunter planned to stop off at a roadside diner, buy him a massive breakfast and then hustle him off to MEPS before Sickles could use the men’s head.

5:00 a.m. When Hunter reached Sickles’ house, Sickle’s father told Hunter that Amory wasn’t quite ready. Hunter waited in the car for almost a half hour. He hated waiting and passed the time by listening to a motivational tape on the car radio.

At the diner, Sickles wanted coffee with his breakfast. “No way you’re having coffee before a physical,” Hunter told him. Amory settled for water.

NOTE: Coffee not only acts as a diuretic causing loss of water retention, but will also speed up a person’s heart rate/metabolism indicating a false high blood pressure reading.



6:30 a.m. Now at the MEPS, Hunter checked the applicant's package to make sure all the documents were there ("Package", in the aforementioned text is the DD-1966 Application for Enlistment, that must be filled out on every applicant that enlists into the Armed forces. Included with the DD-1966 is all the necessary documentation for processing, to include birth verification, high school diploma or transcripts, social security card, and all necessary forms / documentation needed to execute the Armed Services Vocational Appitute Battery (ASVAB) Test and physical). He paced the floor until he got the word: Sickles had passed the weigh-in. Hunter waited for him to come out and wished him luck. "Oh, Sickles," he said, noting the frown on the kids face. "It's all right. You can go to the head now." Sickles thanked him. He gave Hunter a quick handshake and dashed off for the men's head.

8:00 a.m. Back at the RSS, Hunter checked his answering machine for messages. Only two calls; Ann had called to say that their son was feeling better, and the kid he had scheduled for an appointment at 1100 was sick and couldn't make it in today, but would come in at 1100 tomorrow.



8:30 a.m. The Staff Non-Commissioned Officer In-Charge (SNCOIC) started the morning meeting right on time. Hunter turned in his numbers cards from the previous day, and checked his scheduling and results book. Then he and another recruiter in the substation, Sergeant Michael Early, checked high school profiles and discussed literature they would distribute in the high schools. "He's better at talking to the kids than I am," Hunter thought. "He's closer to their age." After 15 minutes of morning prospecting on the telephone, Hunter changed into his Dress Blue uniform and left the office.

9:30 a.m. Hunter pulled into the parking lot of Phillip Nolan High School right on time for his appointment with Ed Corrigan, Nolan's head football coach. A former Marine, Corrigan had called Hunter a week ago to tell him about two members of his team, Jefferson and Skowronski, high school seniors, who might be interested in the Corps. "They both have a gym class around nine o' clock," Corrigan had said. "I'll try to pull them out of it, get them in my office, and let you talk to them."

Lisa Martell, Coach Corrigan's secretary, told Hunter that Coach Corrigan was having trouble getting Jefferson and Skowronski out of class and asked if he would mind waiting? Hunter said he would wait, and took a motivational magazine out of his attaché case and opened the issue to the sales section.

10:00 a.m. Coach Corrigan, red faced and mopping his brow, came into the office. "Those kids are going to run me right off the track," he said. Hunter asked about the two prospects. "Those guys have changed their minds. One of them thinks he wants to be in the Air Force and the other one thinks he'll get a football scholarship." Later, Hunter asked the coach for other referrals, names of applicants from gym classes he taught. "Ah, Hunter, you know I'd like to help you," Corrigan said. "Next to sending one of my kids to Notre Dame I'd love to see as many as possible in the Corps. I might be able to give you the names of a couple, let me work on it." Hunter thanked him and left.

11:00 a.m. Hunter stopped at McDonald's on the way back to the RSS. He hadn't eaten since breakfast and decided that now was the best time for a cheeseburger and fries. In another hour, the place would be mobbed with high school kids and it would take forever to get waited on. Besides, after the letdown at the high school he'd rather eat in silence and map out the rest of his day.

11:30 a.m. When Hunter returned to the RSS, he sat down at his computer and typed a letter to a kid in boot camp. When he finished, he began planning phone calls and preparing to send phonograms (post card that is sent to a prospect requesting a call back). It was Wednesday and Hunter realized he needed 166 more phone calls to make his weekly objective of 338. So far, Hunter had obtained two appointments. One appointment was scheduled for two weeks from today. Today he decided to telephone the parents of kids he'd sent to boot camp to check on the recruit's progress. On his third call, Larry White, a former recruit, answered. Larry, now a PFC, said he was home from boot camp and would be going back in three days. Hunter asked him to come into the station to discuss referrals.



12:30 p.m. Hunters' fellow recruiter, Sergeant Early, returned to the office. He had also been on a high school visit. He started telling Hunter about a new car that he had bought and how this car was the car of the future. After about a half hour of discussion, they both decided to get back to work. Hunter was thinking to himself about how he always seemed to be getting behind in his paperwork; there just weren't enough hours in the day to get everything done.

1:30 p.m. Brad Redfern finally showed up half an hour late. A recent high school grad, working with a local construction firm, Brad had been scheduled for an appointment at 1300. While Hunter was waiting for Brad he called Ann at home, but there was no answer. Then he remembered her telling him over breakfast this morning that she would be out running errands for part of the day. She had to take the kids to the doctors, pick up the dry cleaning, go to a parent/teacher conference and take the family car to the mechanic for a maintenance appointment. “She’s the best” Hunter thought to himself, and then made another pot of coffee.

After two hours of taking the Wide Range Achievement Test (WRAT), Enlistment Screening Test (EST), and other screenings, it seemed that Brad was qualified for enlistment. “This is my lucky day,” Hunter thought. Brad was bright enough, though his questions about the kinds of “guns” he’d learn to fire at boot camp kind of amused and annoyed Hunter at the same time. “He’ll learn soon enough it’s called a rifle, not a gun,” Hunter thought. While Brad was taking the written test, Hunter was busy making phone calls from his lists and on new Priority Prospect Cards (PPC’s). At about that time, a young man who must have weighed 300 pounds waddled in, wearing eye glasses with lenses as thick as the bottom of coke bottles. Hunter politely directed him to the Army Recruiting Station down the street. After Brad finished the written test, Hunter went into his recruiting presentation. Brad told him he didn’t much care for construction and that he didn’t really know what he wanted to do with his life. By using the benefit tags, Hunter was able to uncover several needs, which he supported. Hunter then closed on the appointment for Brad, both agreeing on a trip to MEPS. They shook hands; Hunter gave Brad some pamphlets and told him he’d pick up Brad at his house the next morning.



3:30 p.m. Just before closing the interview, PFC Larry White, the Marine home from boot camp, came in. “You got yourself a live one,” he told Hunter after Brad left. “Come on,” Hunter said. “Let’s take a walk and talk with some of your buddies at Baskin & Robbin’s Ice Cream Parlor.”

3:45 p.m. Hunter and Larry sat around Baskin & Robbin’s drinking coffee and talking up the Corps. Tom, the manager, had been a cook with the Marines in Korea. He never tired of telling listeners about how his platoon had fought its way out of the “Frozen Chosin.” Hunter and Larry got names and phone numbers of three prospects and commitments from two of them to come in for appointments.

5:00 p.m. Hunter and Larry did some pre-call planning back at the RSS. For half an hour they discussed lists and went over their phone strategy.

5:30 p.m. They made a total of 66 phone calls (33 each). Thirty-one prospects weren’t home. Fourteen were either wrong or non-working numbers. From the remaining calls, Larry closed on four appointments and Hunter closed on one. “I guess you’ve got a better phone technique,” Hunter said, joking. But he thought to himself, “Who likes to make cold calls? I sure don’t! Larry knows most of these kids and can better relate to guys his age.”

7:15 p.m. Hunter called to tell his wife he’d be home late, but the line was busy. “Hang up and redial,” Larry said and grinned. “You can’t count that as a call though Sgt.”

7:30 p.m. “Ron Jardene, the one kid I got through to, wants to see me tonight,” Hunter said to Larry. “Want to come along?” Larry said he’d like to, but he already promised to take his girlfriend out to the mall. After Larry left, Hunter wrote a letter to a high school senior congratulating him on winning the 100 meter hurdles in an area track meet the previous Saturday. Then he went over his schedule and results sheet for the next day. When he finished, he got in his car for the 30-minute drive to the prospect’s home.



8:30 p.m. Hunter arrived at Ron Jardene’s house. Ron’s parents happened to be home, so he set up his laptop computer and gave the three of them a presentation. Mrs. Jardene was very attentive and had asked a lot of questions during a movie on the careers available in the Marine Corps. She wanted to know in detail the kind of career opportunities that were available for Ron and whether or not he could get into electronics. “Ron’s always been good with his hands,” she said. “Especially at crossing ignition wires,” Ron’s father mumbled. While Ron stared at the floor and Mrs. Jardene glared at Mr. Jardene, Hunter acted as if he hadn’t heard the remark, but made a mental note that Ron might have a police record. It was now 2145, and Hunter started for home.

10:00 p.m. Hunter pulled into his driveway and parked the car. The rain had stopped. He heard his wife's voice, then saw the front door open and the crack of light behind her. "Are you going to sit in the driveway all night?" she asked. "Or are you going to put the car away and come in? I'm not reheating the chili more than once." Hunter rolled down the car window. "Can you give me a couple of minutes to clear my mind and I will be right in."

11:00 p.m. Sergeant Hunter finally calls it a day and heads to bed, to join his now already-sleeping wife.

Thankful end to a hard fought day.....

Career Recruiters' Words of Wisdom to Marine Families



Welcome to Recruiting Duty! First, let me tell you what this assignment says about your Marine. They have been selected from amongst the top 10% of the total career force of the Marine Corps, and have demonstrated the ability to work with limited supervision and accomplish multiple complex tasks on a daily basis. Most importantly, they represent the Marine Corps professionally, and with pride. These are all qualities in your Marine for which you should be very proud!

No doubt you have questions and concerns, but what you will usually find is that most of those questions and concerns have their foundation in the many stories and myths you have heard about recruiting duty, which tend to grow with each telling. Recruiting duty is indeed challenging and will test each Marine and their family over the course of their 36-month tour. However, as challenging as it is, it is also personally and professionally rewarding. Never before has it been more important that the best the Corps has to offer are engaged in the selection of the young men and women who will be the future of the Corps. Likewise, it has never before been as important that the Marine's family not only understand the challenges of the day to day life of their Marine on recruiting duty, but that they have the necessary information to allow them to cope and assist. It cannot be stressed enough that they will not be successful without your help and encouragement.

As a newly assigned Marine reporting to a Recruiting Station, your Marine's number one obligation is to "make mission", or in other words, obtain the required number of quality contracts established for each recruiter at the beginning of the recruiting month. You should also know that there are many other Marines whose sole responsibility is to assist your Marine in this task, including the RS Commanding Officer (CO) and the Staff Non-Commissioned Officer in Charge (SNCOIC) of the Recruiting Sub-station. Everyday brings a multitude of activities, some more pleasant than others, and by understanding what your Marine goes through every day, you can start to get an appreciation for what they contribute to the team.

"The typical recruiter's morning"

The typical recruiter will wake up at his home around 6:30 a.m. (keep in mind that the time a recruiter starts their day is determined by what they have planned for that day). If it is the night before a recruiter has planned to drive an applicant to the MEPS, for either contracting or shipping, then their day might start at 3:30 a.m.. This time is dependent upon the distance the recruiter must travel from their home to the applicants/poolees home, and/or if the recruiter needs to run any additional errands prior to picking up the applicant/poolee. If the recruiter has no other commitments, and is just going to the office to start their day, then the recruiter will probably get up around 6:00 a.m. and try to spend time with their family. (For clarification, a "poolee" is an individual who has signed a contract of enlistment with the Marine Corps, and is scheduled to ship off to boot camp at a later date.)



Now that we've seen the circumstances surrounding the time a recruiter will start their day, let's take a look at what happens once they get into the office.

"Once a recruiter arrives at the office"

Most SNCOIC's will require their recruiters to be in the office between 7:30 a.m. & 8:00 a.m. Again this time is dictated by the plan of the day, and by what the individual recruiter has scheduled for that day. Once at the office,

the recruiter will start their day by conducting a morning brief with their SNCOIC. The purpose of this brief is to ensure that the recruiter is doing those things necessary to achieve their assigned mission, and that the SNCOIC is in complete understanding of their recruiters' workings. If done correctly, this brief ensures that the individual recruiter is primed for success. For example, the SNCOIC will collect and analyze prospecting results from the previous day, and conduct an in-depth analysis of what each recruiter has planned for the day. This information will then be passed onto the Operations Officer (OpsO) who will in turn brief the CO. If at all possible, the brief will be conducted with as few interruptions as possible.

“Prospecting for the applicant”



One of the most difficult tasks a Marine will face is the challenge of actually contacting someone they have never met, with the intention of discussing enlistment into the Marine Corps. Many Marines, hardened by a variety of experiences in the Corps, will hesitate when they first meet someone they do not know and have to strike up a conversation. Of all the traits a Marine recruiter must possess, confidence is the most important.

On a daily basis, the successful recruiter will make approximately 50-75 telephone calls to young men and women they've never met. Additionally, they will shake hands and start a conversation with 15-20 young men and women in malls, sporting events, schools, fast food restaurants, fitness centers, movie theaters, bus stops, on busy sidewalks, etc., with the intention of scheduling a time to talk about the Marine Corps. This activity is referred to as “area canvassing”, and for many recruiters is the most lucrative prospecting method. The successful recruiter will also visit the homes of potential prospects, normally three to five per day, whom they have not been able to reach either by phone, mail, or area canvassing with the intention, once again, of scheduling a time to discuss the Marine Corps. Prospecting will take up roughly 50% of each day for a successful recruiter. Each day, the successful recruiter will have at least three appointments scheduled, and in many cases four or five.

The simple truth is a great deal of time and effort goes into obtaining the daily appointment objective. However, during the day, the recruiter and SNCOIC have a myriad of other duties that they must perform. For example; the recruiter is tasked with conducting high school/community college visits on a daily basis, maintaining contact with all of their poolees, chasing down documents on future prospects as well as those documents currently missing on those poolees already enlisted. The list goes on and on. The SNCOIC will also be available to aid their recruiters with these tasks.



“Once the applicant is found; the screening and sales process begins”

Screening: Just as what time the daily appointments are scheduled determines the start time of a recruiter's day, it also affects how late a recruiter will work. Occasionally, prospects are not able to meet with the recruiter until late in the evening. However, if the recruiter is confident and competent, they will usually be able to work out a better time. Location of the appointment also comes into play. If the recruiter is in a rural area, they may have to drive an hour or so out to conduct the appointment. Once face-to-face with the prospect, the recruiter must follow up where the phone call left off by re-establishing rapport, which must then be maintained throughout the enlistment screening and sales process. The enlistment screening test, which involves a recruiter asking those hard questions about police involvement and drug use, must be administered. This process alone may take a minimum of an hour. You must realize that during this time, a certain amount of rapport may be lost due to the very nature of the questions being asked. Once screening is completed, one of two things will take place. Either the recruiter will have lost a tremendous amount of time because the prospect did not meet the eligibility requirements, (in such cases the recruiter must turn away the applicant, which can have a very negative impact on the recruiter's mind set, affecting the rest of the recruiter's day), or the sales process may begin.

The Recruiting Sales Presentation: Most often referred to as the “interview”, this is where the rubber meets the road. If the Marine is not on top of their game, the commitment will be lost, and once again we have a Marine who has a negative feeling associated with recruiting. Should the presentation go well, we have a prospect who has agreed to enter the enlistment process. The recruiting presentation can be very exhausting. When done correctly, it may very well last a couple of hours. It should be noted that the completion of a truly compelling recruiting presentation, although exhilarating, will often times leave the recruiter drained, as it takes a great deal of energy to truly give a superb presentation.

Depending on the applicant's age, a parental consent may also be needed which may require an additional appointment and a new recruiting presentation to be given to the applicant's parents. A parental consent can be very challenging. Most parents (to include grandparents) don't like the idea of their son or daughter having even a



remote chance of being placed into harm's way, and they sure don't want to be the parent who authorized this decision by signing on the dotted line. Parents will typically say "When they turn eighteen, they will be old enough to make their own decisions and can do whatever they want. Besides, my child needs more time to think about their decision." When pursuing a parental consent, most Marines will need to have their SNCOIC available. Time proven experience is what is needed to close most parents, and most Marines haven't acquired enough experience to deal with this issue.

Lucky for the recruiter in this scenario, the applicant has agreed to enlist. Generally, a successful recruiter will need three to four interviews in order to find one person willing to proceed down the path to becoming a Marine. Now, the tedious process of actually enlisting the prospect starts: the paperwork.

"Filling out the paper work and getting the applicant to the Military Entrance Processing Station (MEPS)"

Filling out the paperwork: Even though the paperwork has been automated, it can still take a great deal of time. This time does not include the amount of energy that goes into running down police checks (to include city, state and letters of character reference if needed), birth verification, social security card (if lost), high school transcripts / high school diploma, and any medical documentation that the applicant may need or waivers. Once all this paperwork is assembled, it must be reviewed by the SNCOIC for accuracy and completeness, and then the applicant is scheduled for the ASVAB test and physical examination.

Getting the applicant to MEPS: Once the applicant is scheduled to go to MEPS, the recruiter must decide what time to actually take the applicant to MEPS for processing. The recruiter has two options. The first is for the recruiter to take the applicant to a hotel near the MEPS. This act alone may cause trouble, as the applicant may room with, or come in contact with, someone who may try to change their mind about joining the Corps. The second option is that the recruiter can pick up the applicant himself very early in the morning, assuming that the applicant has not spoken to someone who changed their mind about enlisting during the previous evening. Either way, it will be a long night for the recruiter, who will most likely spend their night hoping that all goes well the following day.

"The MEPS experience"

The applicant at MEPS: When the applicant enters the door to MEPS he/she has passed the point of no return. This means that the recruiter and SNCOIC have certified that the applicant meets all of the basic requirements to become a United States Marine. In short, it is now the MEPS liaison's job to scrutinize every aspect of the applicant, as the MEPS liaison is the last line of defense in ensuring that only those who are qualified to be a Marine are actually enlisted. The MEPS liaison will make it known, in no uncertain terms, that the information that is on the applicants paperwork is true, to the best of the applicant's knowledge. The MEPS liaison must screen to disqualify the applicant with the mind set that no applicant poses the threat of being a fraudulent enlistment. Furthermore, the MEPS Command and all of its entities will administer the ASVAB test, as well as a physical exam, and initiate what is known as the "Entrance National Agency Check" (ENTNAC). This is the basic background check, including a fingerprint and police record check that is conducted on every enlistee in the Armed Services. It is run by the Defense Investigative Service and provides an accurate police record check.



While this is by nature a very long and tedious day, every effort is made to provide "red carpet treatment" to the applicant. Meanwhile, the recruiter and SNCOIC are busy on other tasks.

What the Recruiter and SNCOIC are doing while the applicant is at MEPS: As stated earlier, this is "nail biting time" for the recruiter. As such, it would be very easy for the SNCOIC and recruiter to sit around the office and await the results on the pending applicant. This is especially true if the applicant is the RSS's mission-maker, or if this applicant will make the Commanding Officer's phase line requirement (a periodic milestone throughout the month to measure mission progress by) that is imposed on the SNCOIC. The SNCOIC and recruiter can never stop the daily requirements of prospecting. The SNCOIC must continue to direct their Marines, reminding them that there are other commitments that must be fulfilled. For example, the recruiter has a daily plan that must be executed, which includes continued prospecting so that weekly/monthly data requirements will be met.

Additionally, the recruiter still has letters to write, poolees to contact, high school visits to make, and other shippers to be concerned with. It is more than likely that the recruiter has other scheduled appointments, either at the office, or at an applicant's home. No matter what, the prospecting cycle cannot be stopped. The SNCOIC still has other recruiters to manage, who may also have someone on deck, as well as the many administrative requirements that the SNCOIC is accountable for. Recruiting is a fast-paced and very fluid profession, and the SNCOIC must ensure he and his Marines are on top of their game plan at all times. He must make sure all necessary actions are being continually taken in order to achieve the ultimate goal of obtaining his monthly recruiting mission. This is especially important when you consider the possibility that the applicant on deck should become disqualified because of one of several possible reasons.

So far, this has been an example of what is involved with prospecting and processing an applicant for enlistment. Assuming the applicant has made it through the MEPS processing, its now time for the applicant to swear in.

“The applicant swears in”



Now that the applicant has made it through the MEPS processing, there are some finishing touches that must be done. First, some SNCOIC's will require the applicant's recruiter to be involved in the swearing in ceremony. This is a sound idea, if time permits. Remember that this is a big decision that has been executed by the applicant, and it never hurts to have the recruiter there to show support for our new prospective Marine as they swear in. Following the ceremony, the applicant must get a detailed brief, explaining what their decision means and the requirements and obligations the poolee is expected to fulfill. Topics such as required Poolee meetings need to be discussed, as well as delivering the “Welcome Aboard” package to the Poolee. Finally, the poolee must be taken home, and the parents must be brought up to date on their involvement as to their son's/daughter's commitment.

We have a new member of the team, a “poolee” which is the term used to describe those awaiting recruit training.

The recruiter has the responsibility of ensuring the poolee is prepared for recruit training when that time comes. Let's spend some time reviewing the program we have in place to motivate our new poolee.

“The Pool Function”

The Pool Program was designed to motivate and prepare poolees for their future endeavor of becoming a United States Marine. Now that the poolee is part of the Marine Corps family, it's imperative that they become immersed into the ways of the Marine Corps, both mentally and physically. This is done through the monthly poolee meeting.

Mentally, the poolee is taught what to expect when they depart for recruit training. This, in effect, takes the fear and mystery out of the Drill Instructor and the recruit training process as a whole, and allows the poolee to feel confident prior to attending recruit training. Subjects such as rank structure, general orders, and Naval terminology are taught to the poolee in an attempt to give them a head start.

Physically, the poolee is required to perform an Initial Strength Test (IST). The first IST is conducted within 30 days of the applicant enlisting. This gives the recruiter and SNCOIC an inventory of the poolee's physical strengths and weaknesses. Then a tailored physical training program can be designed and implemented to further enhance the poolee's ability to conquer recruit training.

Finally, the pool program is an exceptional way for recruiters to obtain referrals for future enlistment, while also providing the poolee an opportunity to earn awards and possibly a meritorious promotion.



You can see that there are a lot of hours invested to obtain one contract, both on the part of the recruiter and SNCOIC. This process continues for the entire time the Marine is assigned to recruiting duty. While all new recruiters are taught the same skills and procedures at the Basic Recruiter Course, it must be remembered that each recruiter is a unique individual with their own distinct talents and natural abilities. Therefore, recruiting duty will naturally be easier for some more than others. Each Marine will be assigned a mission on a monthly basis which is a

fair share of the overall mission assigned to the RSS. For example, if the RSS mission is 9 and there are three recruiters, their mission will be 3 each. The more effective the Marine is in his prospecting and selling activities, the earlier in the month they will accomplish their mission, which, in turn, provides them more opportunity for time with their families.

To Make Mission –

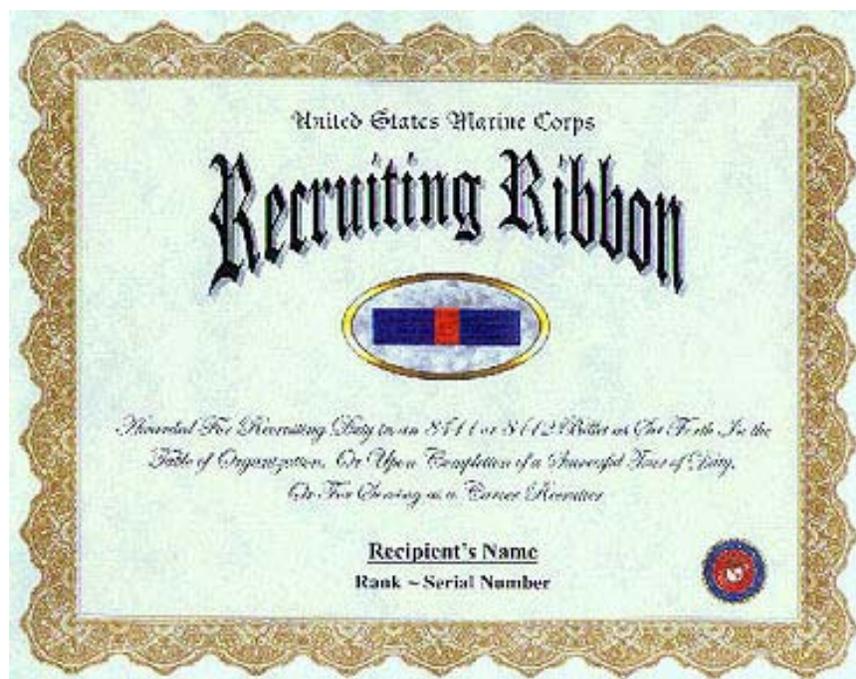
The “successful” recruiter’s week is Monday through Friday, with one Saturday each month dedicated to the monthly pool function. They may have a poolee shipping to recruit training on Monday, but they will have previously arranged transportation to MEPS. Their work day will likely start at 7:30 a.m. and end as early as 6:00 – 7:00 p.m., with an occasional meeting with parents in the evening beyond 7:00 p.m.. They will make 500 Telephone Calls (TC), 25-30 Area Canvass (AC) contacts, conduct 9-10 interviews, and process 3-4 new working applicants at MEPS just to get 3 contracts.

Depending on the circumstances, the work day can easily start at 4:00 a.m. and end as late as 11:00 p.m. or beyond. The Marine recruiter will drive over 1200 miles, work in excess of 320 hours, make 1000 phone calls, conduct 15 interviews, and process 6 new working applicants at MEPS just to get 3 contracts for the month.

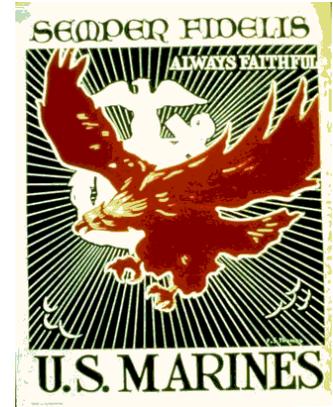
Each Marine’s ultimate destiny on recruiting duty will be the result of a personal decision on their part. Whether they choose to be a highly successful recruiter who excels and delivers more than the required minimum, or a recruiter who works hard, but not smartly, and just obtains his quota (or misses his mission) is a decision for which they are fully responsible.

As a result, the “successful” recruiter is also ultimately responsible for the meritorious promotions, personal awards, meritorious time off and other rewards for his efforts. The “average” Marine will leave early and come home late, missing dinner, anniversaries, birthdays, sporting events, and school functions. The “successful” Marine will spend more time with their family, be selected for positions of leadership, and most likely compete for meritorious promotion. The choice, and ultimate responsibility, is THEIRS.

Here on recruiting duty, as it is in the Fleet Marine Corps, the support and understanding of a caring family system is paramount. Whether these Marines end up being successful or average recruiters is directly influenced by the quality of support they receive from their families.



Glossary of Terms



Allotment - A specified amount of money the service member designates for payment to a place or person each month.

AOP - *Assistant for Officer Procurement*. District staff section responsible for coordinating officer procurement programs.

“A” Billet - Marines providing support to the recruiting effort.

“B” Billet - Marines serving as recruiters.

ASD - *Acute Stress Disorder*. A related condition to PTSD, ASD is a psychiatric illness characterized by immediate, severe response to a traumatic incident -- usually involving significant dissociation or mental "disconnection" from the person's surroundings. When these reactions persist after the danger is passed, they are referred to as "combat/operational stress reactions" -- a normal response to an abnormal situation.

BAH - *Basic Allowance for Housing*. The monthly housing payment provided to service members who live off military installations when government housing is not available, paid by allotment to a contractor if housing is under the Public Private Venture Program or when living in government housing is kept by the installation.

BAS - *Basic Allowance for Subsistence*. The monthly food payment provided to service members who do not eat at military facilities.

CO - *Commanding Officer*. . Commanding Officer is in command & executes the overall plan for the RS.

COSR - *Combat/Operational Stress*. The term used to describe the physiological, behavioral and psychosocial reactions experienced before, during, or after combat or due to increased operational tempo during any phase of operations or deployment.

DEERS - *Defense Eligibility Enrollment Reporting System*. The automated system that lists everyone who is eligible for military benefits.

DEP - *Delayed Entry Program*. Individuals that have contracted with the Marine Corps & are awaiting a date to ship to recruit training.

EFMP - *Exceptional Family Member Program*. A program designed to address the needs of special needs families.

FAP - *Family Advocacy Program*. Works in partnership with commanders to provide education & information on the prevention of family violence.

FCP - *Family Care Plan*. A written plan for the care of family members during separation.

FRO - *Family Readiness Officer*. A military member of a unit who is appointed by the Commanding Officer to address family matters.

FRA - *Family Readiness Assistants*. Military spouses appointed by the commanding officer, welcomes new families, communicates with the unit and provides information and referral services.

I&R - *Information and Referral*. Provides access to military & civilian community resources.

LES - *Leave & Earnings Statement*. Money & leave time earned during the month.

LINKS - *Lifestyle Insights, Networking, Knowledge and Skills*. A Marine Corps Family Team Building program within Marine Corps Community Services which enhances family readiness. Spouses learn benefits & services, moving tips, effective communications, financial awareness & Marine Corps History & traditions

MCRC - *Marine Corps Recruiting Command*. Headquarters for recruiting command located in Quantico, VA.

- **ERR** - *Eastern Recruiting Region*, MCRD, Parris Island, SC
- **WRR** - *Western Recruiting Region*, MCRD, San Diego, CA

MEPS - *Military Entrance Processing Station*. Applicants are tested & inducted in the Armed Forces, if qualified.

Mission - The number of new recruiting contracts (enlistments) to be written monthly & the number of Poolees to be shipped to recruit training each month.

Moral Support Volunteer - assists the FRO in the planning and execution of the moral support events, e.g. parties.

OPSO - *Operation's Officer*. Executes the CO's recruiting plan & the day to day recruiting activities.

OSO - Officer Selection Officer. Responsible for recruitment of college students for Marine Corps officer programs.

PCA Orders - Permanent Change of Assignment Orders. Reassignment to a different duty station within commuting distance, not requiring movement of household goods.

PCS Orders - Permanent Change of Station Orders. Reassignment to a different duty station, which requires movement of household goods.

PCS - Permanent Contact Station. A geographically separated station that falls under the responsibility of an RSS and manned by 1- 3 Marines.

Phone Tree - Method of ensuring all members of a unit receive information. Each contact person calls several others, who each call others, until all are contacted.

Poolee - An enlistee in the Delayed Entry Program (DEP).

POA - Power of Attorney. A legal document that authorizes another person to act on your behalf in your absence.

PTSD - Post Traumatic Stress Disorder. A psychiatric illness characterized by chronic intrusive recollections, emotional numbing, and hyper-alertness associated with a prior traumatic experience.

PSR - Prior Service Recruiting. Recruiting program targeting prior service Marines.

RAC - Relocation Assistance Center. Counselors provide information & assistance regarding the benefits & problems associated with PCS moves.

RED - Record of Emergency Data. A form kept with official records, which lists important personal data to be used in case of emergencies.

RI - Recruiting Instructor. Senior Career Recruiter at each RS and responsible for training all the recruiters.

RS - Recruiting Station. Headquarters for a specific geographic area & its substations.

RSS - Recruiting Sub-Station. Is the main office for all recruiting activities: calls, interviewing & paperwork, is the responsibility of the SNCOIC.

SDA Pay - Special Duty Assignment Pay. Taxable incentive pay awarded to Marines serving in designated billets on recruiting duty.

SGLI - Service Member's Group Life Insurance. Life insurance coverage for each active duty service member. The amount of coverage is determined by Congress.

SLS - Spouses Learning Series. A 3-part series of workshops designed to improve a military spouse's leadership and interpersonal skills.

Sponsorship Program - A Marine, usually of the same rank, from the new unit is assigned to welcome & assist with transition issues.

SJA - Staff Judge Advocate. Military lawyers offering the same types of services as civilian lawyers.

TSP - Thrift Savings Program. An investment savings program, similar to a civilian 401K plan, intended to supplement retirement annuities.

TRICARE - The health insurance program for service members & their families, includes health and dental care.

USFHP - Uniformed Services Family Health Plan. A special TRICARE Prime program using civilian hospitals as designated providers in six (6) major metropolitan areas.

UFRP - Unit Family Readiness Program. Provides support through proactive outreach in the form of official communication, information and referral, Marine and family readiness and deployment support.

XO - Executive Officer. Commanding Officers second in command & execute the day to day support activities.



Useful Websites:

American Military Univ. (AMU)	www.apus.edu/amu/home/amu
American Red Cross	www.redcross.org
American Support you	www.americasupportyou.mil
BAH Rates	https://secureapp2.hqda.pentagon.mil/perdiem/bah.html
Child Care in your Neighborhood	www.nacerra.org/militaryprograms
Chaplain Care	www.chaplaincare.navy.mil
DEERS	www.tricare.mil/deers
Defense Commissary Agency	www.commissaries.com
Exceptional Family Members	www.usmc-mccs.org/efmp
Federal Jobs	www.usajobs.opm.gov
General Military Information	www.military.com
ID Card Site Locator	www.dmdc.osd.mil/rsl/owa/home
Immigration & Naturalization Services	www.uscis.gov/graphics/services/index.htm
Legal Information	http://sja.hqmc.usmc.mil/jal
Marine Corps	www.usmc.mil
Marine Corps Community Services	www.usmc-mccs.org
Military Child Education	www.militarychild.org
Marine Corps District (MCD)	
1 st MCD	www.1mcd.usmc.mil
4 th MCD	www.4mcd.usmc.mil
6 th MCD	www.6mcd.usmc.mil
8 th MCD	www.8mcd.usmc.mil
9 th MCD	www.9mcd.usmc.mil
12 th MCD	www.12mcd.usmc.mil
Military Home Front	www.militaryhomefront.dod.mil
Military Info & Support of Parents	www.militarymoms.net
Military OneSource	www.militaryonesource.com
Military Pay Information	www.dod.mil/dfas
Military Support Portal	www.militaryhomefront.dod.mil
My Pay	https://mypay.dfas.mil/
National Military Family Assoc.	www.nmfa.org
Navy Exchange Online	www.navy-nex.com
Navy Marine Corps Relief Society	www.nmcrs.org
Newspapers	www.onlinenewspapers.com
Per Diem Rates	www.dtic.mil/cgi-bin/cpdrates.pl
Relocation	www.monstermoving.com
Scholarships	www.scholarships.com
Schools	www.nces.ed.gov
Semper Fit	www.usmc-mccs.org/fitnessrec/
SGLI	www.insurance.va.gov/sglisite/sgli/sgli.htm
Transition Preparation	www.dodtransportal.org/dav/lsnmedia/LSN/dodtransportal/
TRICARE	www.tricare.mil
TRICARE North	www.healthnetfederalservices.com
TRICARE South	www.humana-military.com
TRICARE West	www.triwest.com
Troops / Spouses to Teachers	www.dantes.doded.mil/dantes_web/troopstoteachers/
United Way	www.unitedway.org
USMC College of Continuing Education "MarineNet"	https://www.marinenet.usmc.mil/
US Government Official Web	www.usa.gov
Vacations	www.afvclub.com
Vehicle licensing	www.framed.usps.com/moversnet/motor.html
Women, Infants & Children (WIC)	www.fns.usda.gov/wic



Marine Corps District & Recruiting Station Locations

Eastern Recruiting Region (ERR)

1st Marine Corps District

- ◆ HQ Garden City NY
- ◆ RS Albany NY (ALB)
- ◆ RS Buffalo NY (BUF)
- ◆ RS Harrisburg PA (HBG)
- ◆ RS New Jersey NJ (NJ)
- ◆ RS New York NY (NY)
- ◆ RS Pittsburgh PA (PIT)
- ◆ RS Portsmouth NH (PTS)
- ◆ RS Springfield MA (SPR)
- ◆ 1st Prior Service Recruiting (PSR)

4th Marine Corps District

- ◆ HQ New Cumberland PA
- ◆ RS Baltimore MD (BAL)
- ◆ RS Charleston WV (CHA)
- ◆ RS Cleveland OH (CLE)
- ◆ RS Detroit MI (DET)
- ◆ RS Fredrick MD (FRE)
- ◆ RS Louisville KY (LOU)
- ◆ RS Raleigh NC (RAL)
- ◆ RS Richmond VA (RIC)
- ◆ 4th Prior Service Recruiting (PSR)

6th Marine Corps District

- ◆ HQ Parris Island SC
- ◆ RS Atlanta GA (ATL)
- ◆ RS Baton Rouge LA (BTR)
- ◆ RS Columbia SC (COL)
- ◆ RS Ft Lauderdale FL (FTL)
- ◆ RS Jacksonville FL (JAX)
- ◆ RS Montgomery AL (MON)
- ◆ RS Nashville TN (NAS)
- ◆ RS Orlando FL (ORL)
- ◆ 6th Prior Service Recruiting (PSR)

Western Recruiting District (WRR)

8th Marine Corps District

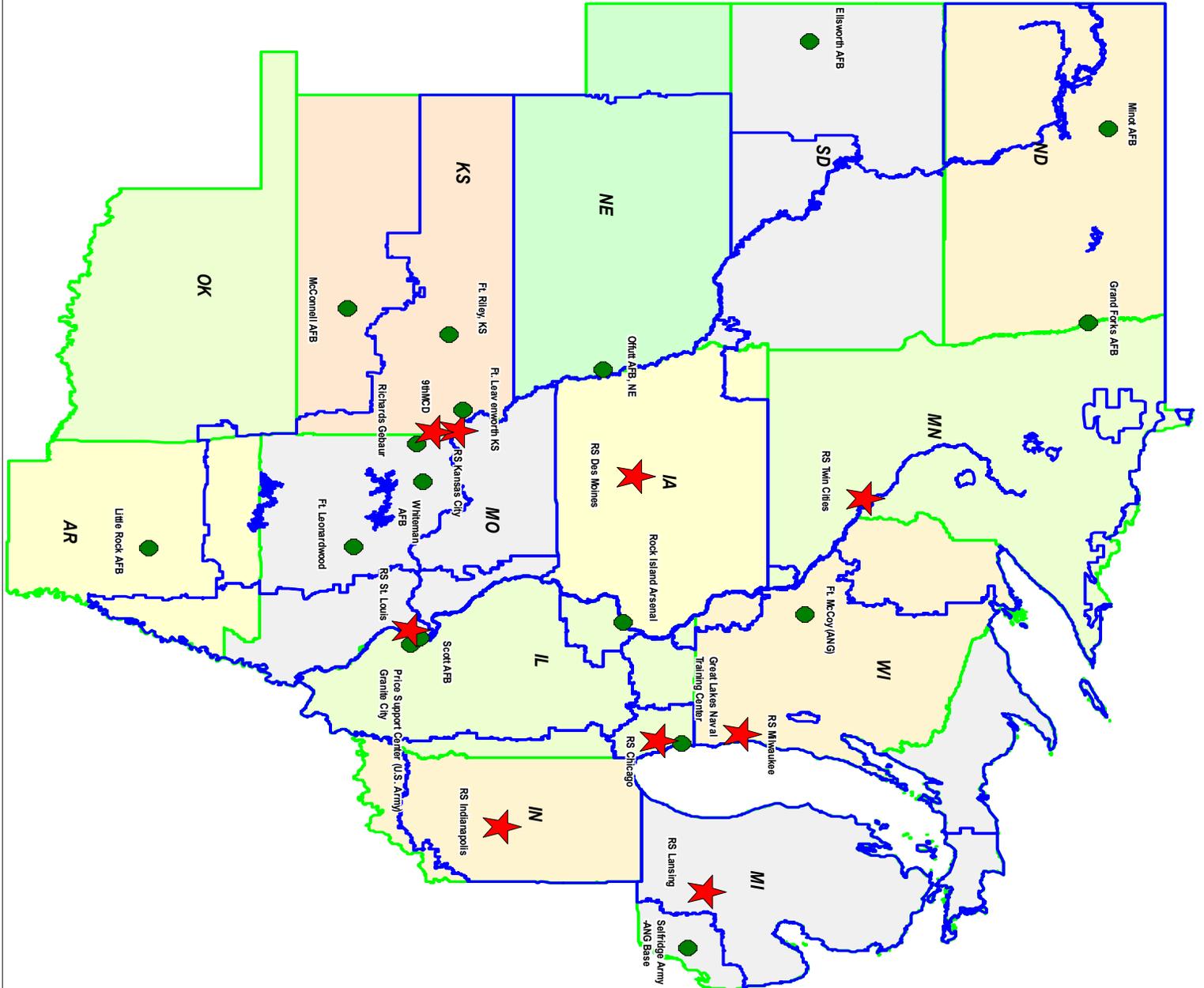
- ◆ HQ Ft Worth TX
- ◆ RS Albuquerque NM (ABQ)
- ◆ RS Dallas TX (DAL)
- ◆ RS Denver CO (DEN)
- ◆ RS Ft Worth TX (FTW)
- ◆ RS Houston TX (HOU)
- ◆ RS Phoenix AZ (PHX)
- ◆ RS Oklahoma City OK (OKC)
- ◆ RS San Antonio TX (SAT)
- ◆ 8th Prior Service Recruiting (PSR)

9th Marine Corps District

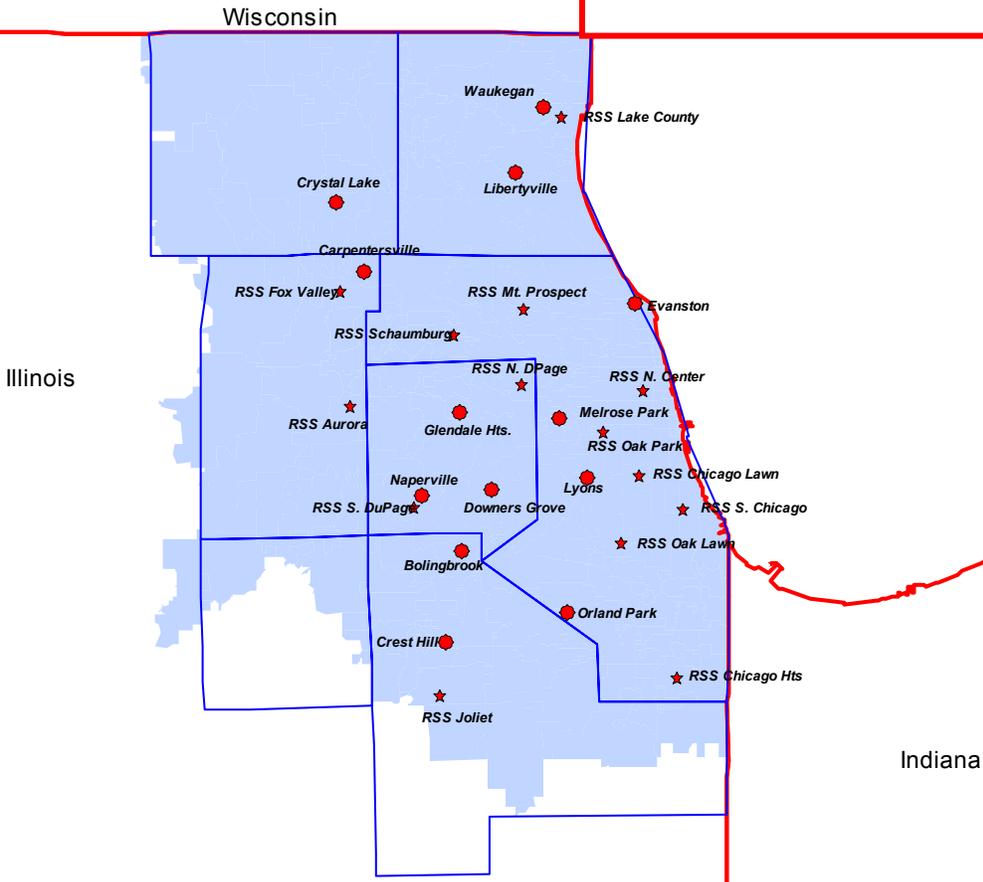
- ◆ **HQ Kansas City MO**
- ◆ **RS Chicago IL (CHI)**
- ◆ **RS Des Moines IA (DSM)**
- ◆ **RS Indianapolis IN (IND)**
- ◆ **RS Kansas City MO (KC)**
- ◆ **RS Lansing MI (LNG)**
- ◆ **RS Milwaukee WI (MIL)**
- ◆ **RS St. Louis MO (STL)**
- ◆ **RS Twin Cities MN (TWN)**
- ◆ **9th Prior Service Recruiting (PSR)**

12th Marine Corps District

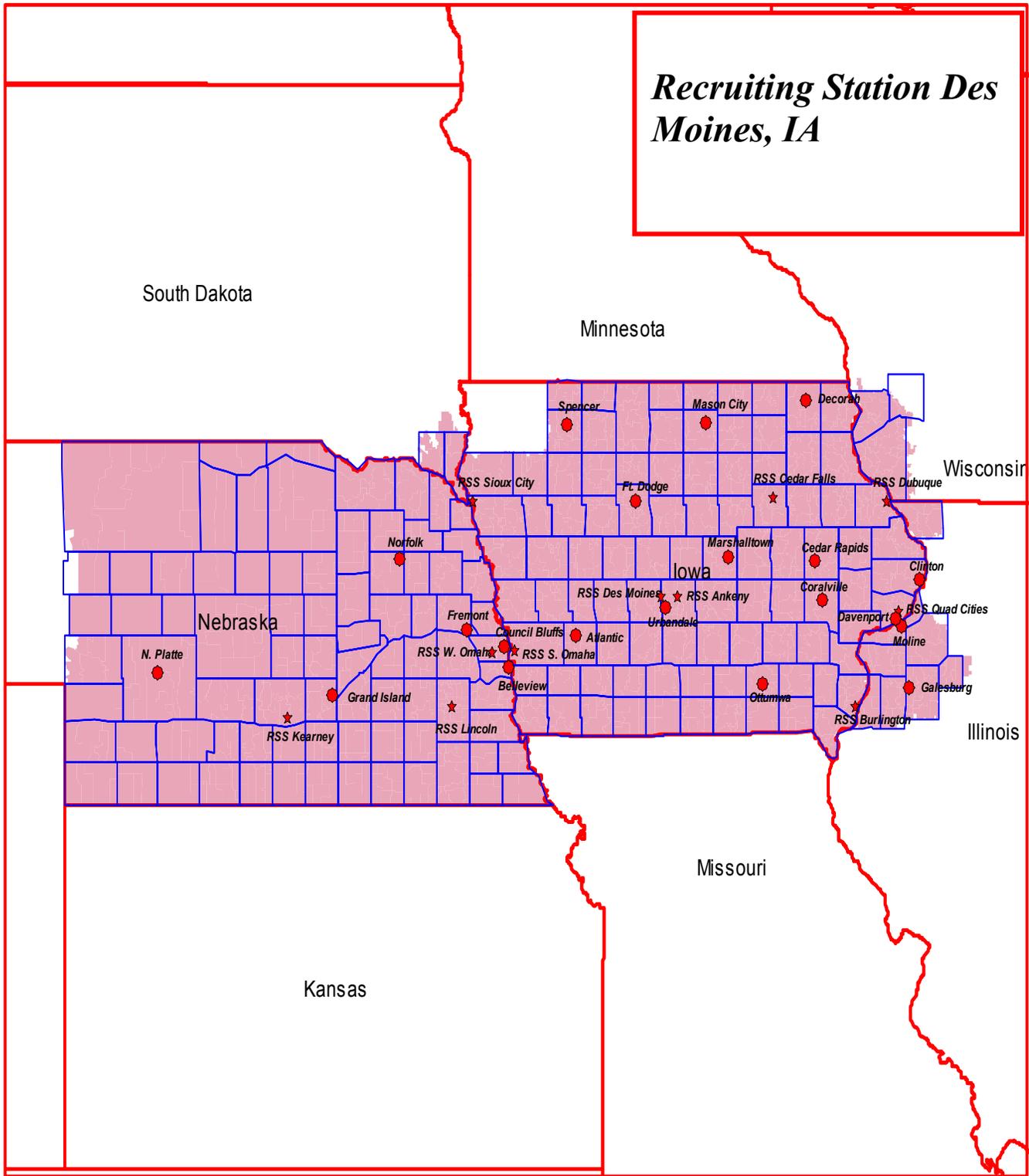
- ◆ HQ San Diego CA
- ◆ RS Los Angeles CA (LAX)
- ◆ RS Orange CA (ORG)
- ◆ RS Portland OR (PRT)
- ◆ RS Sacramento CA (SAC)
- ◆ RS Salt Lake City UT (SLC)
- ◆ RS San Diego CA (SDO)
- ◆ RS San Francisco CA (SFO)
- ◆ RS Seattle WA (SEA)
- ◆ 12th Prior Service Recruiting (PSR)



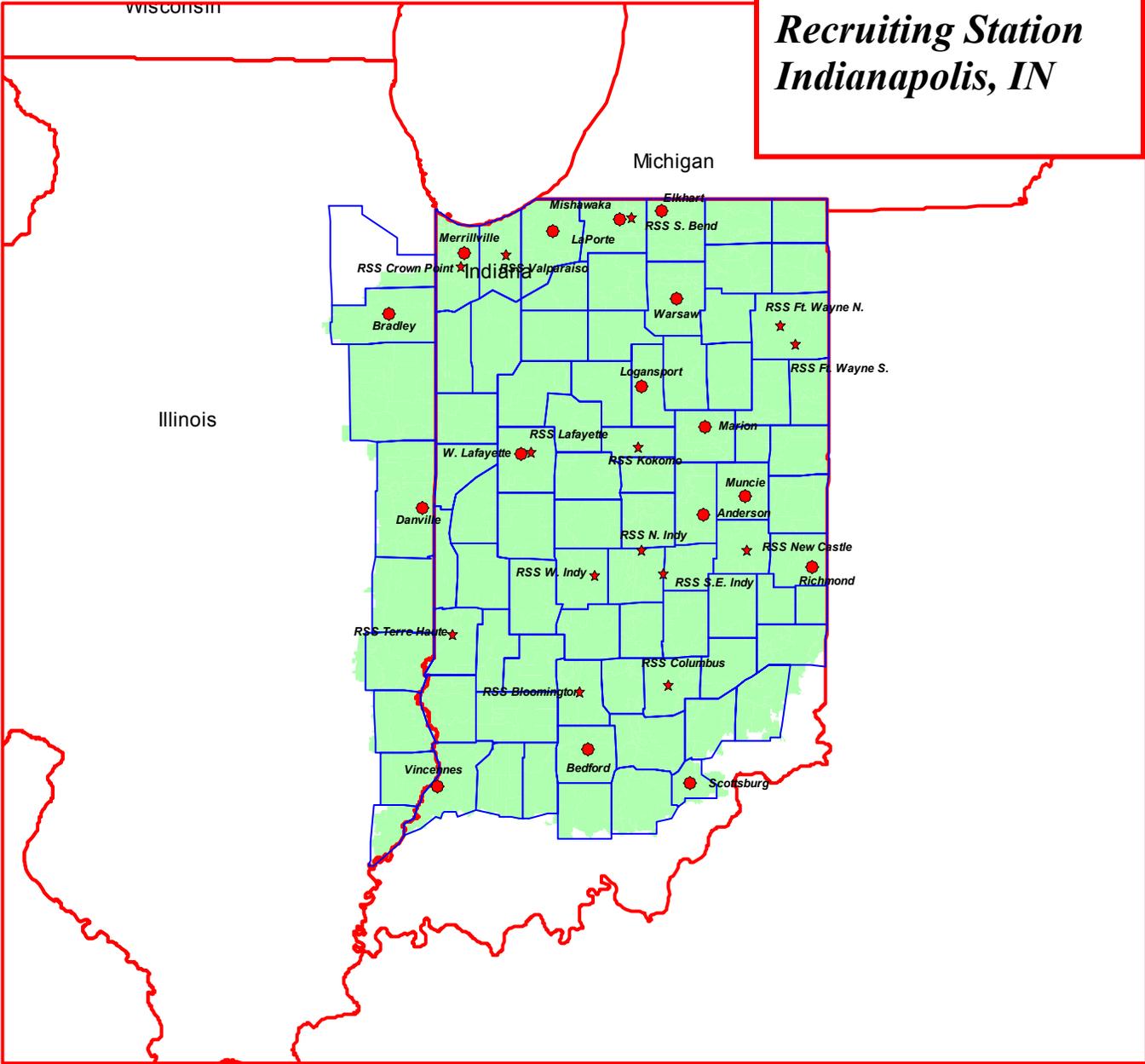
Recruiting Station Chicago, IL



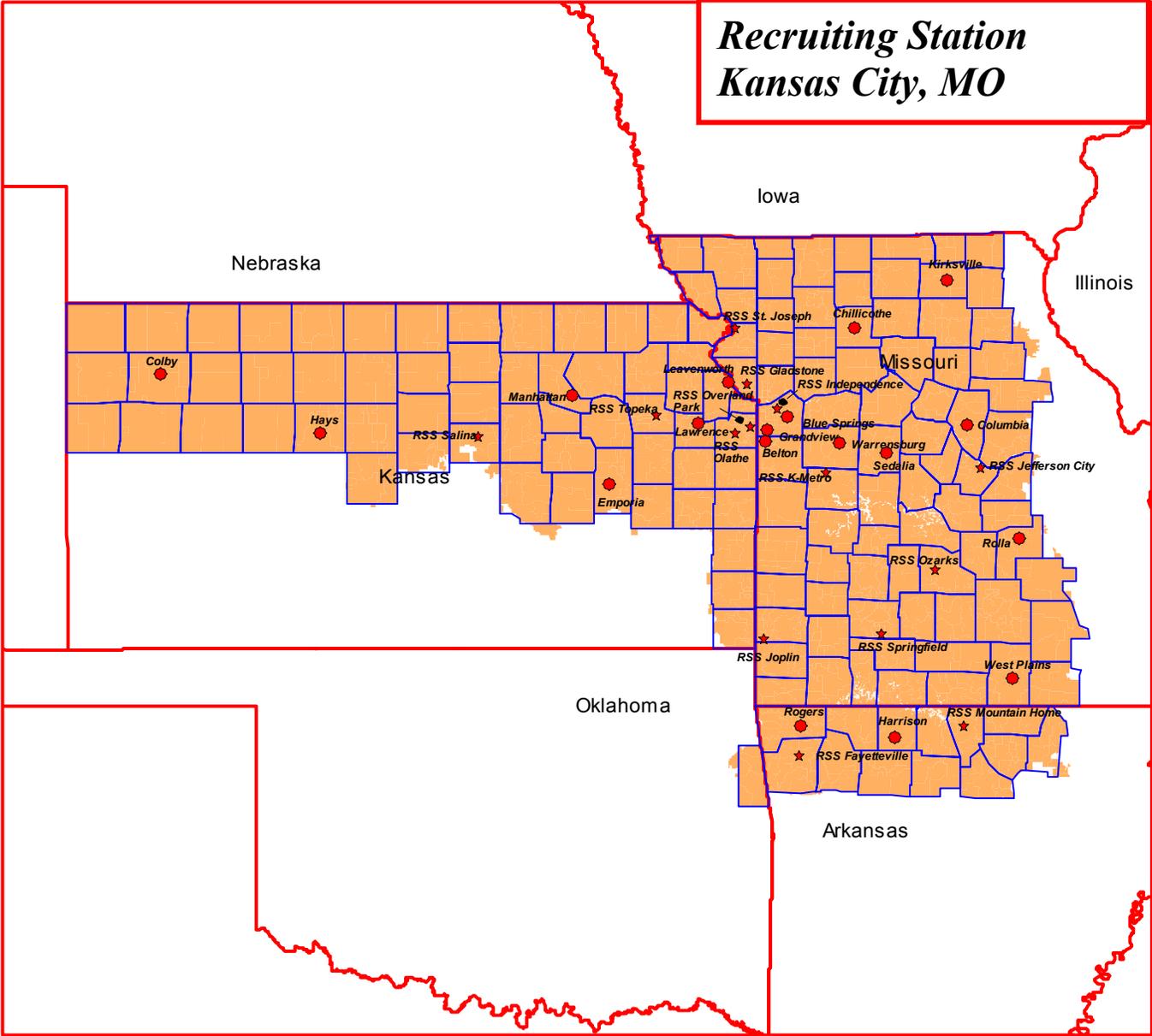
Recruiting Station Des Moines, IA



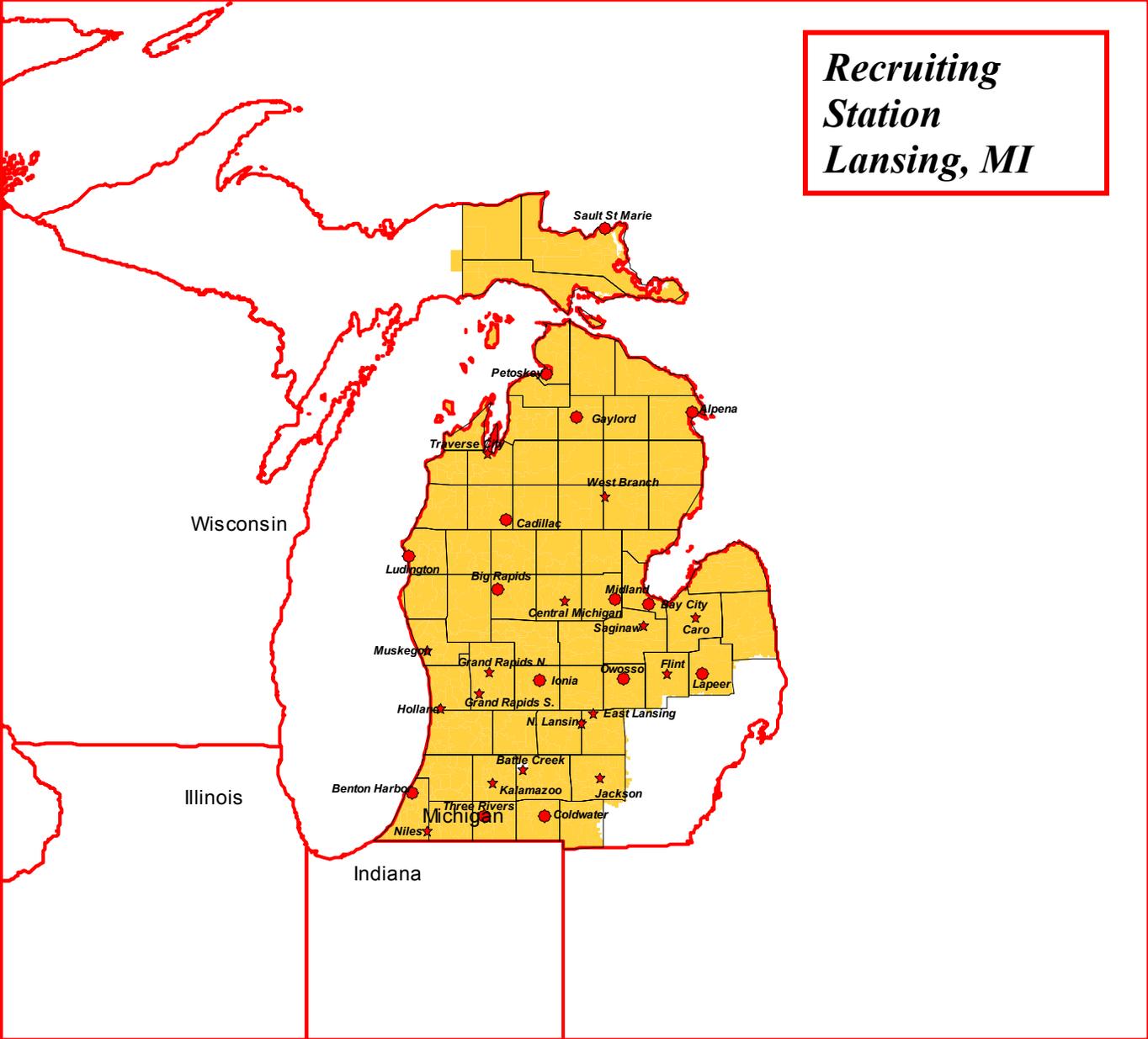
**Recruiting Station
Indianapolis, IN**



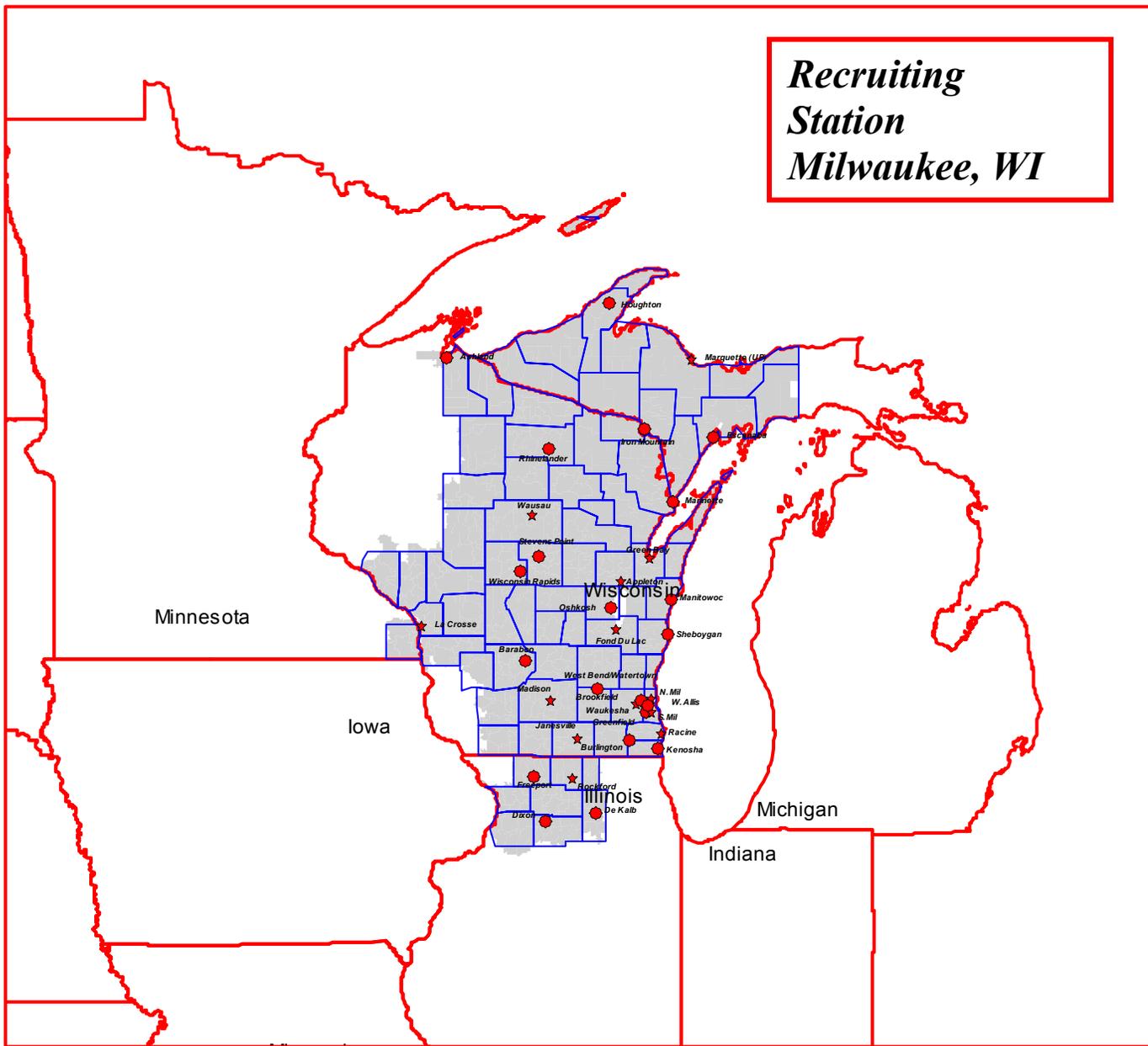
Recruiting Station Kansas City, MO

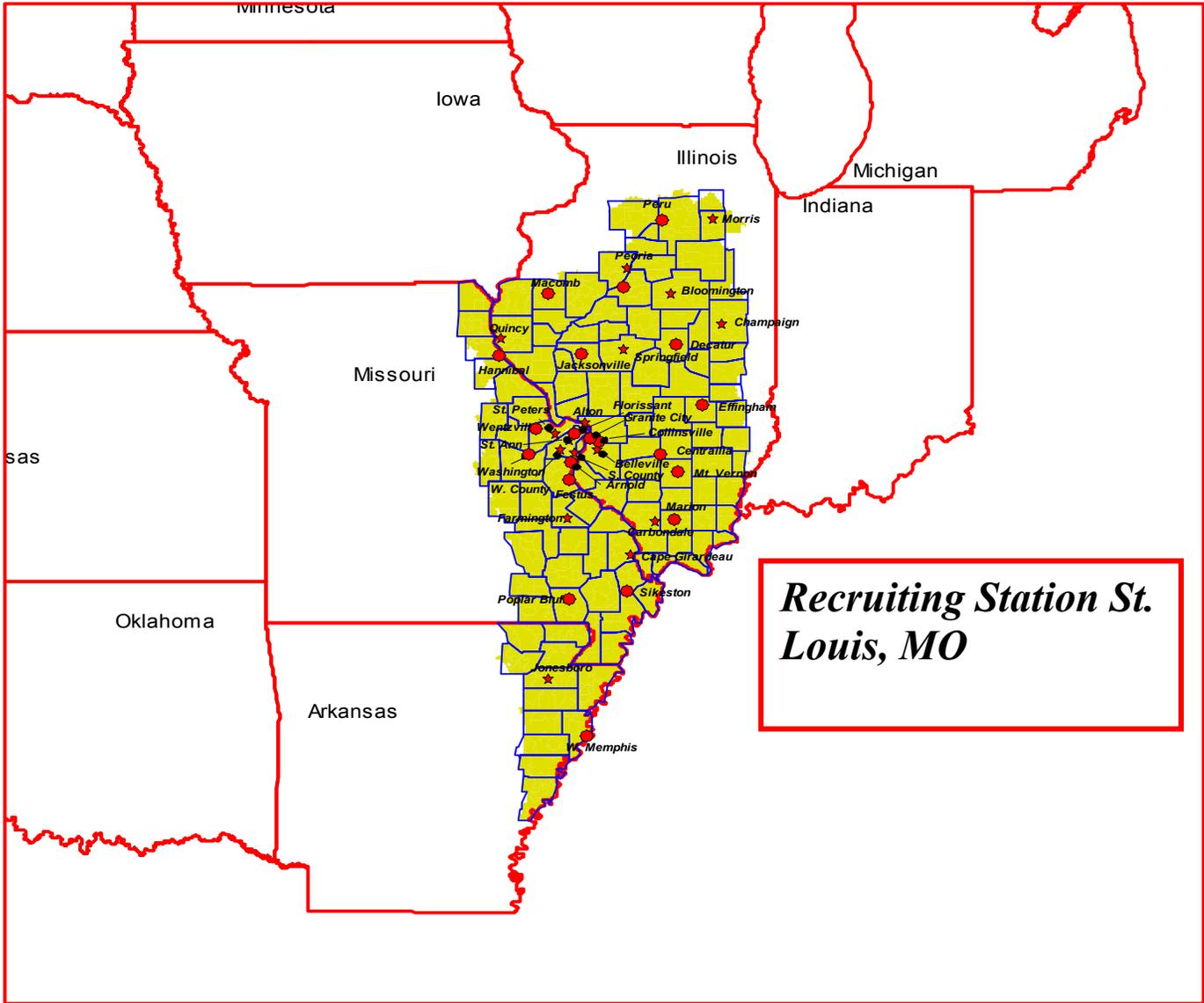


***Recruiting
Station
Lansing, MI***

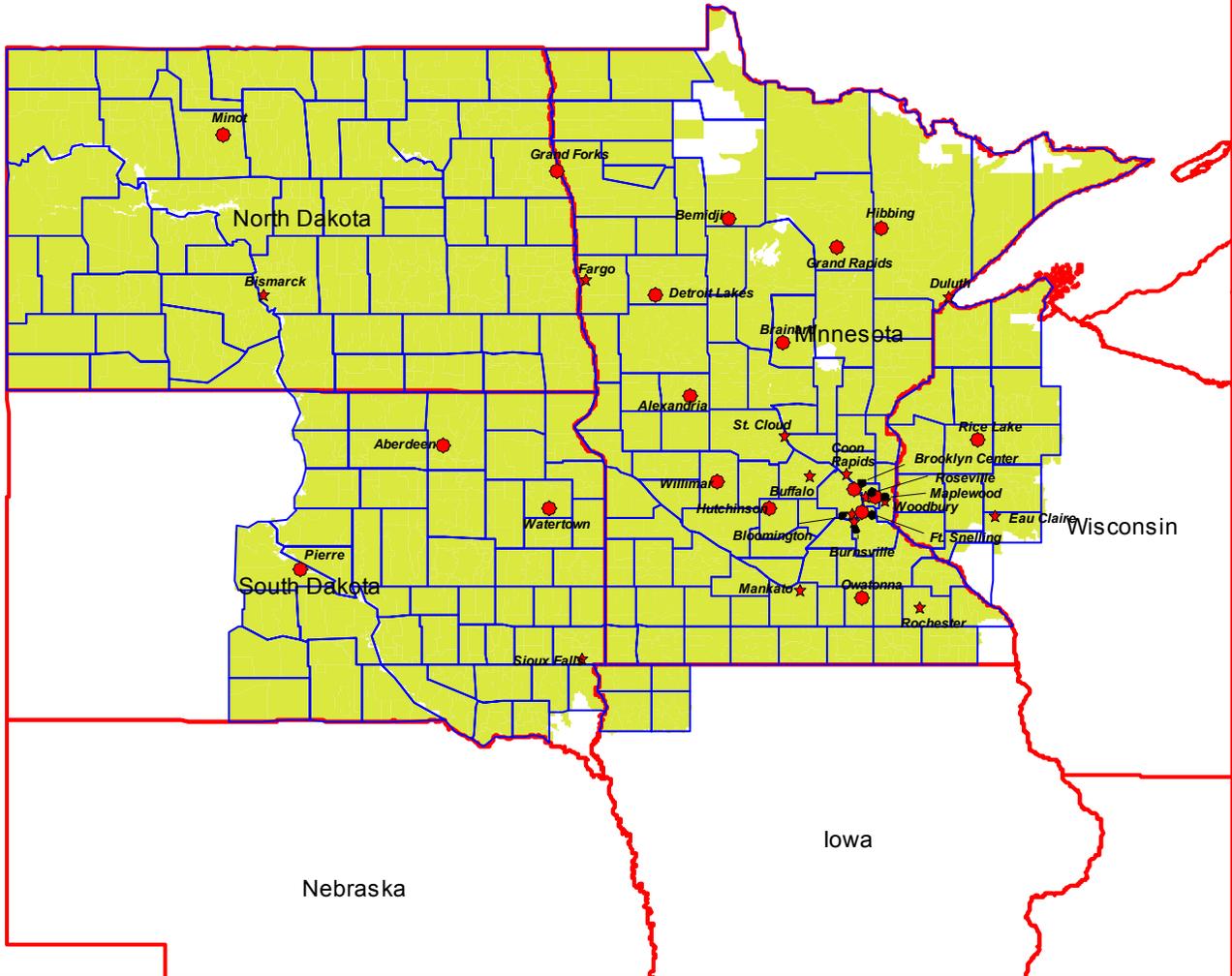


**Recruiting
Station
Milwaukee, WI**





*Recruiting
Station Twin
Cities, MN*



District Points of Contact

District Family Readiness Officers



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